



Arrowsmith Lodge & Cokely Manor

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VISITOR GUIDELINES FOR ARROWSMITH LODGE **EFFECTIVE April 1, 2021 - ongoing**

BACKGROUND:

Arrowsmith Lodge and Cokely Manor have been allowing visits per the Provincial Health Orders for one designated visitor and essential visitors. This has been due to the COVID-19 pandemic - for the safety of the people who are entrusted to our care.

Limited access to social/personal contact between families and friends, and persons in our care has been a difficult time for both our residents and the families who were normal visitors.

The Provincial Health Team has put forth new guidelines to safely increase social visiting, in long term care and assisted living. Arrowsmith Lodge and Cokely Manor have prepared a list of protocols which must be adhered to from this information in order to keep our residents safe.

Families and friends will have to agree to the protocols that are put in place; any deviation from our protocols will result in denied access. The risks are still very real and to remain accessible we must be diligent and careful.

Social Visiting Hours:

Visiting hours will be 9:40 AM to 11:30 AM and 1:30PM to 4:00PM Monday through Saturday. Sundays 10:00 – 1:45.

Visiting Locations:

Visits will occur in a pre-determined location that is appropriate and comfortable. Locations available for social visiting are (weather permitting):

- Outdoors at the gazebo in the orchard area (Not available for elders in brodas for safe transporting reasons)
- Outdoors by the Arbutus exit door that leads to the orchard area.
- Outdoors by the Dogwood dining area exit on the paved area.
- Outdoors to the left of the entrance.
- In a residents' room.
- The end of Arbutus in a designated area.
- The end of Birch in a designated area.
- The end of Cottonwood in a designated area.
- The end of Dogwood in a designated area.
- The Sensory Therapy room (when available).
- The small dining room in the main hallway.
- Hair salon (when available).

Visiting Eligibility:

Any family or friend may visit. A maximum of 2 visitors per elder (plus one child) are now permitted in our indoor settings. When the weather permits, we will be utilizing outdoor space again. You are required to contact us by email or phone to book a visit. We are unable to accommodate families and friends visiting without a booked appointment.

You may email info@arrowsmithlodge.ca to book your visit or call 250-248-4331 extension 123. The messages will be checked regularly, all calls will be returned in the order in which they are received. Current hours of work for the visiting scheduler are Wednesday – Sunday 8:30AM – 2:30PM. Messages may be left on Mondays and Tuesdays, the calls/emails will be responded to upon return of the scheduler. Effective April 8th, the visiting scheduler hours will change to 8:30AM-3:30 PM Tuesday – Saturday. For the month April, we will have additional scheduling support available on modays.

If the family member is not satisfied, they are requested to first contact the Administrator, Deanna Smith, at 250-248-4331 ext. 301 (or designate). If an understanding can't be found, families are able to call the Patient Care quality Office at 250-370-8323 for a third party review.

Guidelines:

- All visits will be booked in advance.
- All visitors will check in at the front entry. Checking in includes:
 - Recording your name, email, telephone number and the reason for your visit, on our sign in sheet.
 - Having your temperature taken by our greeter.
 - Hand sanitizing.
 - Donning your mask (you will be provided with a medical grade mask. Cloth masks will not be acceptable at this time).
 - Answering a number of COVID screener questions.
 - Please show up on time, not early. We are trying to reduce the risk of crowding at the front entry. You may be asked to wait in your car if you are too early for your designated time.
- If you are sick or do not pass the screening questions, you will not be allowed to visit at that time.
- If your loved one is on isolation precautions for any reason, you will not be able to visit until those are lifted.
- A COVID resource team member may meet you in the greeting area at this point and escort you to your pre-determined visiting site.
- Depending on circumstances, your predetermined visiting area may be changed. This would be due to operation requirements, poor weather or readiness of your visiting site.
- Our resource team member will go over the protocols with you and explain the importance of following the directions carefully.
- As you make your way to your pre-determined visiting site, we ask that you not stop to talk to other residents, refrain from touching surfaces and refrain from touching any other residents.
- You will be required to stay in your pre-determined location for the duration of your visit.
- A mask is required at all times while indoors. Additional personal protective equipment (PPE) may be required depending on circumstances. Cloth and/or homemade masks are not deemed acceptable for visiting in long term care.
- Take-out food, drinks, or food brought from home is now accepted without having to be placed in isolation. You may bring your loved one treats but

we ask that you refrain from eating or drinking indoors as you would have to remove your mask.

- You are encouraged to practice safe physical touching with the following considerations:
 - You must keep your mask on during your visit at all times.
 - Sitting within 2 m is permitted provided a mask is worn.
 - Embracing and holding of the hand is allowed provided strict hand hygiene, appropriate respiratory etiquette and a mask is worn.
- A pet may be brought in by the designated visitor now.
 - The pet is restricted to the resident they are visiting.
 - The pet is not actively ill.
 - Usual pet protocols apply (e.g. must be on a leash and well behaved).
- Gifts, flowers and cards:
 - There is no indication to hold any items brought in by a designated visitor.
 - Any items brought to the lodge for your loved one will still be labelled and placed in the administration area for distribution.
- Outdoor visits:
 - Up to 5 people at a time may visit with a loved one outdoors.
 - All members of the group **MUST** go through the screening process with the front door greeter.
 - We will be responsible to transport your loved one to the pre-designated area.
 - The current guidelines state that a mask must be worn during outdoor visits as well.
- Indoor visits:
 - A mask must be worn at all times by visitors when inside our building.
 - We ask that you minimize touching of surfaces in your loved ones' room if you have a room visit.
 - You may not use the bathroom in your loved ones' room. **There is limited access to bathroom facilities for visitors, please ask a staff member for access if needed.**
- Should we experience any communicable illness at our site, we will be required to cease all visiting. Illness will be determined by the Communicable Disease Officer.

- Visits will be, on average, 60 minutes. This is in order to accommodate the social visiting needs of all of our residents, in a timely manner. **Room visits may be of longer durations if requested.**
- Once your visit is complete, you will be following the same procedure for your departure.
 - Contact a COVID resource team member or ask a close by staff member to contact them for you, to escort you out of the building.
 - If you are in an elder's room and need assistance, please use the call bell system.

Outings:

- Outings are now permitted without having to isolate upon return.
- Current provincial guidelines are to be followed during all outings.
- <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>
- COVID screening is required prior to picking up your loved one for contract tracing purposes.
- Driver will need to enter the building, be screened, and then sign out their loved one with the greeter. You are required to state the time leaving and expected return.
- Please be sure to sanitize high touch surfaces in your vehicle and all occupants of the vehicle wear a medical grade mask.
- Comply with strict hand hygiene before, during and after outings.

Open (unscheduled) visiting will not be allowed – you WILL receive a confirmation phone call and/or email if you leave a message, that will confirm your approved visiting request.