

April 3, 2021



There will be ongoing engagement to ensure residents and families understand the risks of visiting and their collective accountability and necessary commitment to adhere to guidelines to minimize risk for residents, care partners and visitors. This engagement will strive to ensure an ongoing shared approach to maintaining the challenging balance of safety and quality of life; requiring continued collaboration and mutual accountability of residents, families, and care partners through the coming months.

Visitors will have limited circulation/movement throughout the home while visiting. Be sure the neighborhood door closes and locks behind you, and please don't hold doors open for others to exit. Some residents have been found to be wandering in the hallways. ***If the visitor is unable to adhere to appropriate precautions, the visitor shall be excluded from visiting.***

**Incubation Period:** Current evidence suggests that the incubation period for COVID-19 is up to 14 days. The incubation period is the time from when a person is first exposed until symptoms appear. A close contact is likely to develop COVID19 illness during this time.

- If you have been exposed to COVID-19, even if you have been immunized, do not come to Eden Gardens unless you have no symptoms as you can still be carrying the virus. Wait until you have been cleared by public health.

**Infectious Period:** For people with mild to moderate cases of COVID-19, the end of their infectious period is 10 days after the first onset of symptoms. After this time, a COVID-19 patient is unlikely to be infectious. The infectious period may be longer for people with more severe illness who require hospitalization.

- If you have been asked to isolate, do not come to Eden Gardens until you are cleared by Public Health.

**Social Visits New Scheduling - New Appointment Types - Please book all visits 48 hrs. ahead**

Social visits will only be allowed if there is no active COVID-19 outbreak at the care home/residence and will cease immediately if an outbreak is declared.

Contact our Visits Team at 250-758-4676 ext. 2293, and please leave a message, or by email to [socialvisits@edengardens.ca](mailto:socialvisits@edengardens.ca)

All visitors will be screened at the entrance to Eden Gardens. If you have symptoms please call Public Health and call us to cancel your appointment. It is required for all visitors (from children 2 yrs old, and up) to use one of our medical grade masks during their visit. Though we have staggered our visit times to alleviate congestion, if you find there is lots of traffic at the entrance when you are arriving or leaving, please step aside and maintain 6 foot distance, or wait in your car until it clears.

**In Person Visits-Social (60 min.) and Social Visit in Stepping Stones (60 min.) - Please book all visits 48 hrs. ahead**

- The primary purpose of social visits is to provide opportunities to spend time with loved ones and support the emotional wellbeing of residents. Social visits must be booked in advanced.
- These appointments will be scheduled frequently and regularly for minimum 60min. each week for each of 130 residents
- May be attended by maximum 2 adults and one child
- Some families would like their hired companion to take their place and attend visits on their behalf.
- Visitors will go directly to resident's room at scheduled time, and will wear mask at ALL times, and remain in resident's room for the duration. Directly out of neighborhood to entrance when done. This is to mitigate risk to other staff and residents.
- Treats can be brought in for resident, however visitors are asked to not eat or drink during visit as that would require removing mask.

**In Person Visits – Essential (90 min.) - Please book all visits 48 hrs. ahead**

- These appointments are scheduled based on the essential needs of the resident that cannot be met by our staff. (ie. Resident has had a fall and is now refusing to eat) Help with meals is most common. Application must be filled out, and reviewed by committee.
- May be attended by only one visitor at a time (except in the case of palliative/end-of-life care), and visitor must remain in room for duration of visit.
- Visitors will go directly to resident's room at scheduled time, and will wear mask at ALL times, and remain in resident's room for the duration. Directly out of neighborhood to entrance when done. This is to mitigate risk to other staff and residents.
- Treats can be brought in for resident, however visitors are asked to not eat or drink during visit as that would require removing mask.

**Resident Outing- Leaving the Property (provide estimated time to Visits team when scheduling so all meds etc. can be prepared) - Please book all visits 48 hrs. ahead**

- Residents will be supported to participate in social outings including leaving the facility for family visits and appropriate activities. Residents will not be required to isolate when they return from an outing. Residents will also no longer be required to isolate for 14 days upon admission, or when returning from overnight absences. Bookings for outdoor visits must align with current PHO guidance on outdoor gatherings for the public.
- Eden Gardens will provide residents with a medical mask to wear when they are leaving on an outing. Residents will also be provided with a lanyard with their name and Eden Gardens address that must accompany them on all outings. Please ensure the lanyard is returned with the resident.
- Outdoor gazebo coverings will be set up in our courtyard, and out by Memory Lane, when they arrive from the manufacturer - expected in next couple of weeks.
- While residents may leave for social outings, it is important for residents, their families, and friends to keep in mind that there are still provincial COVID-19 restrictions for the general public that also apply to them.
- For instance, the provincial health officer [order](#) on gatherings and events limits the number of people who can attend outdoor and indoor social gathering. Large groups of

people outside a person's core bubble are not allowed. This includes large family celebrations or events both indoors and outdoors.

- For more information on current provincial restrictions and PHO orders, visit: <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>.

**4 Remote type of Appointments - Please book all visits 48 hrs. ahead**

***Phone Call, FaceTime, Zoom Meeting, and Window Visits***

- These appointments are facilitated as time allows, and are available as an option 5 days/week, excluding Mondays and Tuesdays.

We welcome this amazing opportunity to bring families together with their loved ones. Please help us to ensure a safe visiting environment for your loved ones and our care partners. We have truly missed these visits during this difficult pandemic year.

Regards,

Mick and Erin