



Hospice House

CENTRAL OKANAGAN

Dear Families,

In response to the COVID-19 pandemic, the Ministry of Health and Interior Health have provided guidance on visitors. The intention of this letter is to provide you with an update on how these guidelines will be applied at the Central Okanagan Hospice House.

For individuals at Hospice House, visitation is permitted throughout their length of stay.

Please speak with your loved one about whom they would like as a visitor. If your loved one is unable to make this decision, it will be up to you. This is not limited to only immediate family and should include people that are meaningful and important to your loved one's well-being.

Visiting hours are from 0900-1700. In order to limit the number of people passing through our doors, we are restricting visits to two people at a time. Please limit your visits to once per day and work out a visiting schedule amongst yourselves. Exceptions can be made and are at the discretion of nursing staff and management.

For any individuals who are identified in their last days/hours of life, additional access outside of the usual visiting hours, length of visitation and number of visits per day can be provided on the basis of compassionate grounds. If the visitors do not live together, please try to maintain a two meter distance apart while in the room.

In order to mitigate the risk of bringing COVID-19 into our facility, we are requesting that you adhere to the following safeguards:

1. Daily screening

In order to access the facility you will be asked a series of questions by a staff member at our front desk. Unfortunately, you will be denied access if you have any symptoms, a history of travel, or close contact with a confirmed or probable case of COVID-19.

2. Signing in/out

In the event of an outbreak, we need to be able to contact you quickly. Please sign in to our visitor log-book once you enter the building. Ensure you enter the date, time, your contact details and the name of the visitor you are here to see. If able, please leave your bags and purses in the car.

3. Personal Protective Equipment

Face masks are mandatory. You can bring in a non-medical mask to use, otherwise we will give you a medical mask upon arrival. Keep your face mask on for the duration of your visit and only remove the mask once you leave the building.

4. Hand Hygiene

Please frequently wash your hands or use the hand sanitizer available at stations around our facility. Practice hand hygiene upon arrival, before/after putting on your mask, after using the washroom and before/after leaving your loved one's room and our facility.

5. Physical Distancing

Please respect physical distancing when interacting with members of our care team. Care staff may ask you to wait in the hallway or outside when carrying out personal care.

Keep to your loved one's room and do not access the kitchen or other shared common areas. We welcome you to access our beautiful backyard gardens and courtyard, providing physical distancing from others is maintained.

6. External Food and other Items

Unnecessary, incoming items are discouraged due to COVID-19 surviving on different surfaces for variable time. However, exceptions for limited, wipe-able containers for food/fluid items from home (for consumption by either the individual and/or for the visitor), or a valued treasured item from home (e.g. a wipe-able picture in a frame).

Please communicate the above guidelines to your circle of visitors. We are happy to continue virtual visits through FaceTime/Zoom for individuals who may be out of town or can't come in for personal reasons.

The focus of these recommendations is to balance compassion with public and staff safety. The COVID-19 situation is fluid and these guidelines may be reviewed again.

Please don't hesitate to reach out if you have any questions.

Respectfully,

JESSICA BARKER, RN, MPH, CHPCN (C)

Manager ~ Palliative Care Services - Central Okanagan

Clinical Operations: IH South

Interior Health Authority

2035 Ethel St, Kelowna, BC V1Y 2Z6

Email: jessica.barker@interiorhealth.ca Website: www.hospicehousekelowna.com



