Hospice Visitation Guidelines

Date: 08 May 2020

Our Goals
We are committed to limiting the community spread of COVID-19 and keeping clients, families and staff as safe as possible. While we continue to support our clients and families to have visiting and family time, we are modifying visitation and limiting the number of people that can gather together at once in order to achieve the best possible infection control and comply with physical distancing recommendations. Our new guidelines support a consistent approach to hospice visitation across VCH and with long-term care settings where appropriate.

Hospice Visitation Guidelines

• The number of visitors a client may have at one time is only limited by the ability to maintain physical distancing within a client’s room
• Visitors must remain in client’s room during their visits
• There are no limits to the hours of visitation or the length of time visitors may stay, including overnight
• Common areas are closed due to surfaces being at high risk for viral spread
• No take-out food or beverages will be allowed. Food from home will be allowed. Containers need to be bagged when leaving the facility, taken home and cleaned in a dishwasher.
• Compassionate exceptions will be discussed on a case by case basis in situations where the client is actively dying, has increased agitation or behavioral concerns, or requires specific assistance from the family

Visitor Screening
All visitors will be greeted at the door by hospice staff and will be required to sanitize their hands upon entering and exiting the building

• Visitors will be screened to ensure they are not experiencing any of the following symptoms:
  ○ Fever
o Cough
o Diarrhea
o Runny nose
o Sore throat
o Headache
o Muscle ache/fatigue
o Other symptoms of a cold e.g. congestion

- Visitors will be asked:
  - Have they come into contact with someone outside of the country, or been outside of the country themselves, within the last 14 days?
  - Have they been in contact with someone that has tested positive for COVID-19?
- If visitor answers yes to either screening question, they should not be granted admission
- If client is clinically assessed to be at the end of their life and visitor answers yes to either screening question, then the clinician should proceed to discuss risk and the visitor will be required to wear a mask for duration of visit

Please check the website of the Vancouver Coastal Health for up-to-date information at www.vch.ca/covid19