Long-Term Care & Seniors’ Assisted Living
Visitor Appeal and Review Process

Reviews of decisions will proceed according to the process outlined in the algorithm below.

**Step 1: Initial Decision**
Initial facility decision maker considers request to visit in context of practice requirements and parameters for essential and social visits

![Visitor status granted]

**Step 2: Facility Site Administrator**
A designated site administrator assesses whether the initial determination was appropriate

![Decision overturned]

- *Decision upheld, visitor status denied. Reasons provided with information about how to apply for further review/appeal.*

**Step 3: Vancouver Coastal Health Patient Care Quality Office**
Resident or family can contact Vancouver Coastal Health (VCH) Patient Care Quality Office (PCQO) to file a complaint regarding visitor restrictions that have not been resolved at the facility level. PCQO will contact resident or family to get more information re: the complaint and will facilitate timely resolution by referring to the health authority VCH program contact for visitation appeals.

The VCH program contact works with the family and facility operator to pursue timely resolution of the concern which may include a request for reconsideration of the review and decision at Step 2 (site administrator) or a recommendation for escalation to Step 4 (PHO).

**Step 4: Provincial Health Office Request for Reconsideration**
Unresolved complaints/concerns specific to visitor restrictions in LTC & AL are forwarded by VCH PCQO to the Provincial Health Office (PHO) for review.

![The PHO, in consultation with the regional MHO, reviews the concern and makes the final decision regarding visitor status, advising both the applicant and site administrator of the decision.]

Adapted from *Ministry of Health – Overview of Visitors in Long-Term Care and Seniors’ Assisted Living, Visitor Appeal & Review Process* (Jan 7, 2021)