



Updated: July 7, 2020

Update: Visitation in BC

Dear BC Park Place Residents and Family Members:

On June 30, the BC Provincial Health Officer, Dr. Bonnie Henry, announced that long-term care and assisted living facilities will be permitted to begin easing restrictions around visitation. Visits with a single designated visitor will begin to take place across the province.

We recognize how difficult it has been to not be able to see your loved ones. We assure you that our Park Place Leadership Team is committed to implementing these visits in the safest manner possible. As our residents are more susceptible to the serious symptoms associated with COVID-19, it is critical that we proceed slowly and carefully. We ask for your patience as we work with health authorities and the Centre for Disease Control to develop written safety plans for each site that protect both residents and visitors.

Once these are in place, as an important transitional step, we will begin to commence outdoor visits across long-term care and assisted living sites in BC. Please review the following visitation protocols that will be implemented by Park Place:

1. **Pre-book appointments.** To prevent crowding, an appointment booking system will be implemented at each site. The frequency of visits will depend on the site's available resources to ensure equal opportunity for all families. Please speak to your site leader on how to book a visit and do not show up without an appointment.
2. **Follow all infection prevention protocols.** You must bring and wear your own mask, obey screening protocols, and maintain physical distance during the visit. If you are feeling unwell, you must reschedule your appointment.
3. **Stay in designated areas.** A designated space for visits to occur will be outlined in a future communication. During this initial stage, visits will be outside only.

In the next stage, we will begin to offer visits inside our buildings. In an enclosed space, social distancing becomes increasingly difficult and the risk of transmission rises. Thus, more time and planning are required prior to accommodating these types of visits.

Thank you for your continued support and patience as we strive to enrich the lives of our residents whilst keeping everyone safe. If you have any specific questions, please speak to your site leader. For general inquiries, please contact us at COVID-19@parkplaceseniorsliving.com.