



April 13, 2021

Frequently Asked Questions

Dear Augustine House Community,

With the changes in visiting rules and protocols, we have fielded a number of questions. We have compiled the most common and have provided answers below. Please feel free to contact us for clarification, or if you have any other questions.

Am I able to visit in my loved ones suite?

You are now able to visit in a resident suite. However, Augustine House continues to recommend visiting outdoors whenever possible as this continues to be the safest. To visit indoors or outdoors visitors must call ahead to book an appointment. You are encouraged to prescreen at <https://bc.thrive.health/covid19/en>

Do I need a vaccination to visit? What if I have not been vaccinated?

If you are interested in receiving the vaccine, please visit the provincial website to check your eligibility and book your appointment. Vaccination for COVID-19 is strongly recommended if you wish to visit, however it is not mandatory at this time.

<https://www2.gov.bc.ca/gov/content/covid-19/vaccine/plan>

Do I need to wear PPE during my visit? What PPE do I need to wear?

You will be provided a medical mask upon entry to the care community, cloth masks are not permitted. If you are unsure of how to safely apply and remove your mask, our greeter will be happy to guide you through the proper technique. Medical masks must be worn by all visitors entering the care community for the duration of the visit, both indoors and outdoors.

What hand hygiene and social distancing rules do I have to follow?

Hand hygiene is one of the best ways to prevent the spread of COVID-19. We ask that you complete hand hygiene upon entry to the care community and frequently during your visit. Hand hygiene stations are available throughout the community. Sitting at a distance is always the safest. However, changes that came into effect on April 1 allow families to sit close enough to hold hands. Hand hygiene is very important both before and after holding hands and touching. Wearing a medical mask at this time is also very important.

How long can I visit for? How often can I visit?

All residents will have regular opportunities for social visitation, at a minimum of 60 minutes per week.

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How many people can visit at the same time?

For indoor visits, each resident can have up to 2 visitors at a time, plus one underage child. We may be able to accommodate up to 4 visitors for outdoor visitors, dependent on availability.

Where will our visit take place? Can we visit in my friend or family member's room?

Visits can occur in your loved one's room, or in the designated outdoor visiting areas by the building entrances. Please take the most direct route to and from the room or designated outdoor space. Please refrain from accessing any common areas during your visit such as dining and living rooms. Please refrain from interacting or approaching other residents.

Can I touch or hug my friend or family member?

With appropriate Infection Prevention and Control measures in place including hand hygiene and wearing a mask, physical touch between visitors and their loved ones is allowed. Please keep your mask on for the duration of the visit.

Can I help provide care to my friend or family member?

The purpose of the visits are socialization. If you feel that your loved one requires essential visits please speak with the Director of Care who can walk you through the essential visitor assessment process.

Can I take my friend or family member for a walk? Can we go outside or off the grounds?

At this time we are not permitting walks on the grounds unless specific permission is obtained.

Does Augustine House support visits off-site?

Any trip off-site can potentially open residents to greater risk of exposure. Although we will support visits off-site, visits on-site remain the safest option. All current Provincial Health Orders must be followed off-site, including restrictions on indoor visiting, maximum 10 individuals for outside visiting, and use of masks and hand hygiene. Augustine House will provide residents with medical masks for any outing off site.

Can I take my friend or family member home for a few hours?

Residents will be supported to go on outings without being subject to a 14-day isolation period upon their return. Please contact the care team prior to the outing. **All outings must adhere to the current PHO Orders:**

<https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>

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Can I bring gifts or treats for my friend or family member? May I hand it to them directly?

At this time, we ask that you follow the current protocols for all deliveries. Please bring the items to the screener upon entry so we can ensure the items are disinfected. You are welcome to bring flowers as a gift as long as the vase can be disinfected. At this time, we ask that you refrain from sharing food items with your loved one during the visit as this would require the removal of masks.

Can I bring my pet when I visit?

If you would like to bring your pet, please speak directly with the Director of Care prior to your visit to ensure we can accommodate this.

Who can I talk to about my friend or family member's cognitive or physical condition?

Please connect with the nurse or Director of Care before or after the visit. If you or your loved one requires urgent assistance during the visit, please use the residents call bell in their room.

Who can I talk to if I have questions about visitation parameters?

Please connect with the Executive Director, or Director of Care

What if my friend or family member becomes ill? What if there is an outbreak?

It is important that we maintain a very low threshold when monitoring for symptoms in our Residents. If your loved one is showing symptoms of COVID-19, they will be required to isolate and be tested. During the isolation and testing period we will contact you and ask that you postpone your visit. All social visits will be on hold in the event of an outbreak.

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How are you screening visitors for COVID-19?

All visitors will be actively screened prior to entry to the care community. The questions include a list of COVID-19 symptoms, along with other risk factors. If you do not pass screening, you will be unable to visit at that time.

Visitors are encouraged to complete a self-assessment prior to attending the care community. The self-assessment tool can be found at <https://bc.thrive.health/covid19/en>

What infection prevention precautions are in place to keep my friend or family member safe?

All high touch surfaces are cleaned at minimum twice daily with high level disinfectant. All team members have received education on Infection Prevention and Control, including hand hygiene and PPE. All Residents are screened twice daily for symptoms of COVID-19, including temperature checks. Residents who become symptomatic are isolated and tested for COVID-19.