

MEMORANDUM

DATE: March 11, 2020
TO: Families and Visitors of Long-term Care Residents
FROM: Carmela Veza, Operations Director Long-term Care
RE: COVID-19

Dear family member/visitor,

The health and safety of residents and staff in long-term care is of paramount importance to Island Health. While the risk of spread within British Columbia remains low, we are taking precautionary steps to prevent illness caused by COVID-19 within long-term care facilities.

We understand the importance of family and visitors to our residents and we are trying to balance resident health and safety with quality of life.

Beginning immediately:

- Anyone with symptoms of a cold or influenza, even a slight sniffle or scratchy throat, is asked to refrain from visiting a long-term care facility.
- We are also asking that you not bring pre-school or school aged children to the site, as children can be infected and show no symptoms.
- If you have been in contact with a person infected with COVID-19 during the previous 14 days, **DO NOT** visit.
- Please limit your visit to your family member(s) or friend only.

We appreciate that this may raise questions and concerns and we invite you to speak with the site manager or clinical nurse leader. You will also find our [Island Health website](#) a good source of reliable information.

Long-term Care

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