



July 14, 2021

Dear Family Members and Visitors,

July 8th, 2021, marked an exciting day for residents and visitors of Long-term Care and Seniors' Assisted Living homes with the announcement of changes in visiting programs in Island Health.

As of July 19, 2021, Social Visitors:

- Visits no longer need to be pre-scheduled
- Indoor social visits will no longer be limited to two adults and one child
- Visitors will be asked for proof of vaccination status. The facility will retain this information to provide public health if needed
- **Visitors will continue to be screened for signs of illness, including a temperature check on arrival**
- Visitors will still provide contact tracing information
- No Social Visits will be allowed during an outbreak or enhanced surveillance
- **Visitors will wear a medical grade mask while moving through the facility and common areas**
 - Fully vaccinated visitors may remove their masks once in direct contact with the resident they are visiting or when outdoors
 - A visitor will be considered fully vaccinated when at least 14 days has passed since receiving their second dose of a COVID-19 vaccine
 - Non-fully vaccinated visitors, or those unable to provide vaccination status, are required to wear a mask throughout their visit, both indoors and outdoors
- Outdoor facility-wide events may now include visitors at the discretion of site leadership, based on site capacity

Victoria Chinatown Care Centre visiting hours are: 9:30 AM-4:15 PM from Monday to Sunday

We are committed to providing meaningful and safe visiting opportunities for residents; however, each resident will have different needs for length of visits or number of visitors at one time. Please be mindful of resident's preferences, tolerance or cues when planning your visit and length of stay.

If visiting in a multi-bed room, please maintain physical distance from other residents. Group size may be limited in multi-bed rooms to ensure safety for all.

If visiting in a communal visiting area, ensure that physical distance between groups is maintained. Please discuss with a care team member to ensure the size of your group aligns with the capacity of the space and for cleaning purposes following your visit.

As we adjust to new processes and the anticipated influx of visitors, we ask for your patience. In particular, our Greeters will need extra time to allow for screening of all visitors and to confirm vaccination status. During peak visiting times, line-ups may be expected. Thank you for your understanding.

For questions or comments, please contact Sukanda Silpachai, Accounting Clerk/Admin Assistant at 250-381-4322 ext 203 or ssilpachai@vccsociety.ca during regular office hours 9:00 AM-5:00 PM (Monday to Friday)

Thank you and we look forward to moving ahead with these changes in a safe and meaningful way.

Victoria Chinatown Care Centre