

Updates for residents and families in long-term care homes and assisted living facilities

Issue 2 – June 17, 2020

To keep you informed about the changing information about COVID-19, we'll be preparing this update for residents and families of long-term care homes and assisted living facilities every two weeks.

Many residents in long-term care homes have significant health conditions and are at a much higher risk of developing more severe illness or complications from COVID-19 and are less likely to recover. Equally concerning is the speed at which the virus could spread through a facility if one resident is infected, putting all residents at risk. It's for these reasons there continues to be significant limitations on visiting long-term care homes and assisted living facilities even though other areas are increasing socialization activities. The Provincial Health Office continues to highlight the risk for residents in long-term care homes and assisted living facilities and requires everyone to maintain the current visiting limitations.

We are closely monitoring the provincial direction about visitors to long-term care homes and assisted living facilities and will respond accordingly.

Delivery and Transfer of Large Personal Items – Moving into the Long-term Care Home

People moving into long-term care homes and assisted living facilities from the community will need to self-isolate for 14 days. People moving from the hospital into a facility will be required to self-isolate for 14 days on a case-by-case basis.

Before the move, a member of the care team will:

1. Contact family to review the delivery and transfer of large personal items process (see below)
2. Schedule a day, time, and location for the family to drop off large personal items
3. Schedule the move in day and time and arrange for a staff member to greet and screen the family upon arrival (please note that one family member may assist in the move if he/she is deemed essential to the wellbeing of the resident)

Information for family members

Before the move (All large personal items (furniture, books, lamps, clothing, linens etc.))

1. All large personal items must be dropped off 24-36 hours prior to moving into the facility allowing staff time to follow internal cleaning protocols
2. All furniture must be compatible with hospital grade detergents and disinfectants – avoid soft furnishing
3. All large personal items must be cleaned prior to delivery
4. Large personal items will be wiped down by staff and all clothing and linens will be washed
5. The room will be thoroughly cleaned before the resident moves in

The Day of the Move (Note: family helping with moving must not have symptoms of COVID-19)

1. Please arrive at the designated time and meet with a member of the care team
2. All family will be screened upon arrival and be asked to wear personal protective equipment (e.g. mask, gloves) while in the facility
3. Please remember to maintain a two meter physical distance from all other residents in the facility

Additional considerations may need to be taken for people moving into assisted living facilities.

Please contact the manager at the facility before to discuss. **Please follow the current process for**

the delivery and transfer of personal items when dropping off smaller personal possessions for your loved one.

Can I drop off personal items (e.g., clothing, shampoo) to my loved one in hospital?

Yes, please make sure a person without COVID-19 symptoms is responsible for gathering and packing the personal items into a plastic sealable bag:

1. Ensure all personal items are clean.
2. Choose sealable plastic bags (e.g., Ziploc bag) to put the items in.
3. Disinfect the entire bag(s), including the handle, inside, and outside, with one of the following approved disinfectants: bleach, ammonia based cleaner, alcohol based cleaner, or hydrogen peroxide based cleaner.
4. Place the items into cleaned bags and seal.
5. Bring bag to facility and clean outside of the sealed bag with approved disinfectants at the facility.
6. Leave bag in designated secure location. It's required to sit for at least 10 minutes prior to anyone picking it up so the bag can dry (a member of the care team will confirm they have received the package in a timely manner).

Can I drop off food (e.g., a prepared meal) to my loved one in hospital?

No. Due to the demands on our health care teams at this time, we're unable to guarantee the ability to follow safe food practices. For the safety of your loved one, we ask that you do not bring in any food, perishable or not, into the facility or care home.

Good news stories about long-term care homes and assisted living facilities in Northern Health

- DementiAbility: Improving quality of care for patients with Dementia: <https://stories.northernhealth.ca/stories/dementiability-improving-quality-care-patients-dementia>
- Connecting families of long-term care residents to loved ones: <https://stories.northernhealth.ca/stories/connecting-families-long-term-care-residents-loved-ones>
- Terrace comes together to support Terraceview Lodge: <https://stories.northernhealth.ca/stories/terrace-comes-together-support-terraceview-lodge>

For reliable information about COVID-19, we recommend:

- World Health Organization: <https://www.who.int/health-topics/coronavirus>
- The Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/coronavirus.html>
- The BC Centre for Disease Control: <http://www.bccdc.ca/Health-Info-Site/Documents/Coronavirus-FAQ-English.pdf>

By working together, we can protect your own health, the health of your loved ones, and the health of Northern Health staff members.

- Northern Health COVID-19 Online Clinic & Information Line: **1-844-645-7811**
- BC Govt. COVID-19 Helpline: **1-888-COVID19** or **1-888-268-4319**

Previous updates for residents and families in long-term care homes and assisted living facilities:

- June 1, 2020: https://www.northernhealth.ca/sites/northern_health/files/services/home-community-care/documents/long-term-care-assisted-living-digest-1.pdf