



**Date of Release: June 30, 2020**

We are pleased to share news with you that Villa Cathay Care Home will be able to update our guidelines on visitation very soon! We understand that you have been looking forward to visiting your loved ones, and we thank you for your patience.

All care homes are required to receive approval from Vancouver Coastal Health on the safety plan before visitation restriction can be adjusted. Meanwhile, we would like to share with you some of the visitor protocol that will minimize the risk of community transmission, such as:

- Visits must be booked in advance;
- Only **one designated** family member or friend can visit a resident;
- Visits will take place in specific "visiting areas";
- All visitors are required to bring and wear a mask, other relevant PPEs, and comply with all infection prevention and control (IPC) policies in the care home;
- Visitors will be screened for signs and symptoms of illness, including COVID-19, prior to every visit;
- Visitors must clean hands before and after visit;
- Visitors should maintain a distance of two arms' length from others and cannot visit other residents;
- Visits are not permitted if the visitor or resident are sick or have symptoms of COVID-19;
- Visits will be immediately suspended at care homes under outbreak protocols.

We look forward to sharing with you more details such as scheduling and the logistics of the visits in the upcoming weeks. Thank you for your patience and understanding, your confidence and support to our team are deeply appreciated.