



Date of Release: July 10, 2020

Following the Provincial announcement on easing the visitor restrictions, Villa Cathay fully understands the urgency of getting the visits started for family members. Seniors remain the most vulnerable to COVID -19; hence, we must restart the visits cautiously and slowly. The health and safety of all residents is of utmost importance. We trust that family members and Villa Cathay share the common goal of keeping Villa Cathay COVID-free.

Below are more details on what the visit may look like:

- If the resident has any cold- or flu- like symptoms, the visit will be suspended.
- All visitors must comply with Villa Cathay's current infection prevention controls, screening practices, hand hygiene, respiratory etiquette, self-prepare and adhere to the appropriate use of PPE.
- Visitors should stay in the designated visiting area and should not travel to other floors nor contact other residents.
- All visits are required to be pre-booked. Drop-in visits will not be permitted at this time.
- To start safely, there will be a limitation to the number of visitors per day. Visits will occur during Monday to Friday between 10am-4pm until we can increase the staffing level. We thank you for your understanding and want to assure you that visiting hours will extend when we are able to safely do so.
- Essential visits will be scheduled with priority and start on the week of July 20. Essential visits are residents whose conditions are deteriorating but are not in an end-of-life state, and residents who used to have and whose current conditions will benefit from the families' participation in some aspects of care.

- In order to have all 127 of our residents receive a visit, we need to allow all residents to receive their first visits from their designated visitors before subsequent visits can be booked.
- To ensure we can accommodate visits for each resident, and have adequate staff to care for all residents, resident will receive either one in-person visit or one phone/video call per week.
- Each resident can only have one designated visitor for all visits until the Province announces changes to this guideline. All visitors are required to follow the Single Site Order. If s/he has been to another care home, assisted living, or provincial mental health facility, the visitor is required to wait 14 days before visiting Villa Cathay.
- If multiple family members would like to be the designated visitor for the same resident, please communicate and discuss among your family to decide on who will be the single designated visitor. Villa Cathay will only proceed with the booking process with one single designated visitor for each resident.

To initiate the booking process, please have the designated visitor fill out the registration form below for your loved one. After we have received the registration, the designated visitor will be contacted. The designated visitor will need to submit a completed enhanced screening form and a signed the infection control protocols agreement before a visit date will be booked. If Villa Cathay receives multiple registrations for the same resident, we cannot schedule a visit until an agreement from all respective family members is reached on who the single designated visitor will be.

[Designated Visitor Registration Form 長者指定訪客登記表](#)

You can send any additional questions using [the online inquiry form](#), or contact our Social Worker, **Catherine Yau**, at 604-215-3537 (email: cyau@villacathay.ca)