



July 6, 2020

Palliative Care Procedures During COVID-19 Crisis

Effective immediately, in the event that one of our Residents begins to receive palliative care, we ask for the following rules be followed in order to minimize the risk of transmission of illness, including COVID-19.

- A maximum of **ten** unique people may visit the palliative Resident, but only 1 visitor at a time.
 - The **ten** visitors selected will be the only visitors permitted. The facility should be provided with the list of individuals in advance to be pre-screened. Please call Misty at the business office (506-273-4885 ext. 4885) and provide her with the list.
 - When the Resident is no longer able to take any fluids orally, the two people may visit at the same time.
 - One additional visitor (pastoral/spiritual care), per palliative care resident at the end of life, will be allowed to enter the facility to provide comfort to the patient, family and loved ones during the end of life period.
 - If a designated visitor is from outside of the Atlantic Provinces:
 - they can apply for an exemption to cross the inter-provincial border for compassionate reasons the individual can be directed to call 1-800-863-6582. This process is being managed through a partnership between the Department of Public Safety and the Red Cross.
 - Once a visitor arrives in the province, they will be monitored by regional Public Health for the 14-day period.
 - If it is likely that a resident could pass within 7-14 days, the visitor (from outside the Atlantic Provinces) will be permitted to self-isolate for a minimum of 5 days and then be tested for COVID-19. If the test is negative, the visitor would then be allowed to visit, provided they agreed only to go to and from the place where they will self-isolate and the resident's room. This visiting plan would need prior approval from myself and the Director of Nursing at VGM. If approved, the visitor would need to show his or her test result to gain entrance to the building.
- When entering the facility, all visitors must follow the rules below:
 - Ring the buzzer at the front door of the building
 - You must answer a series of questions to ensure they have not been possibly infected by COVID-19
 - You must wash your hands upon entry to the building



Victoria Glen Manor Inc.

20 Tepper Lane, Perth-Andover, NB E7H 0B8 | Phone: 506.273.4885 | Fax: 506.273.4975 | E-mail: office@vgm.ca

- You must put on a mask at the front door and do not remove it until you leave the building. When you leave, throw the used mask in the garbage at the front door.
- You will be escorted to/from the Resident's room
- You must go directly to Resident's room and have no interaction with other Residents at any time. Please keep the Resident door closed while visiting.
- You must ring the bell in the Resident's room if you need anything. Please **DO NOT** enter the dining room or walk around to find a nurse. Ring the bell and someone will come to you.
- Food trays (no carts) will be delivered to the resident's room for our Resident and family members.
- Family may use the Resident's washroom only.
- When care is provided, family must wait in the washroom or in the room (not in the hallway).

If you have any questions, please call us at 506-273-4885 and ask to speak to a Registered Nurse.

Sincerely,

Donna Miller-Wallace
Executive Director
Victoria Glen Manor, Inc.