



Trillium

BOUQUETTE SENIOR LIVING

March 31, 2021

Dear Friends and Families

In light of the easing of Visitor Restrictions in long-term care in BC effective April 1st, please be advised of the revised Social Visiting guidelines in all Trillium Communities:

For Long Term Care Homes

1. All Power's of Attorney MUST notify and give consent to the home for **who can visit your loved one** and **who can take them out of the home for social visits.**

****Without this consent, we cannot schedule social visits or outings for your loved one. ****

Please find embedded a link to the Consent forms for this purpose which must be completed and returned to the Home:

1. [Approved list of Social Visitors](#)
2. [Approved list of Persons who can take a resident on a social outing](#)

For Long Term Care Homes and Assisted Living Homes

2. All Social and Essential Visits and Social Outings must be scheduled in advance. Please indicate in your request for a Visit the date, time, and duration of your visit. Your request will be confirmed by the home. For information on how to schedule an Essential or Social Visit or schedule a Social Outings, please see the home-specific information below or [click here for Visitation Hours and Contact Information.](#)
3. Visiting Hours vary from home to home and are indicated below. Visiting Hours are subject to change and the Executive Directors will communicate any changes to residents and families in a timely manner. We will attempt to keep the Visiting Hours updated on our website however there may be some delays so always double-check with the home directly.
4. Please note that homes may schedule 'black out times' during Visiting Hours for which the Greeters take their scheduled coffee/lunch breaks and conduct enhanced cleaning and disinfection.
5. All NEW Social Visitors are required to complete a [Visitor Registration](#) form. These can be completed at the home prior to your first visit – please arrive approximately 15 minutes before your first scheduled visit to complete this paperwork.

Current Visiting Hours and Contact Information

	Visiting Hours	Email Address	Phone Number
Acacia	1000 - 2000	appointments@acaciatymawr.ca	250-743-2124 Extension 7
Bevan	0900 - 1700	visits@bevanvillage.ca	604-850-5416
Clover Point	0945 - 1645	appointments@cloverpointcare.ca	250-595-7885
Craigdarroch	0830 - 1930	appointments@craigdarrochcarehome.ca	250-595-3813
Douglas	0900 - 1700	appointments@douglascare.ca	250-986-4106 (avail 0800 - 1700 daily)
Hart House	0930 - 1730	N/A	250-598-3542
St. Charles	0900 - 2000	appointments@stcharlesmanor.com	250-595-4255
Woodgrove	0900 - 1700	appointments@woodgrovemanor.ca	250-390-1036
Highgate	0900 - 2100	info@highgatelodge.com t.fowler@highgatelodge.com	250-472-0077 250-508-4525
Norgarden and The Peninsula	0900 - 1900	N/A	Norgarden: 250-656-8822 The Peninsula: 250-656-8827
West Shore	0800 - 2100	N/A	250-478-7527

Sincerely,

Kris Coventry
Chief Operating Officer, Trillium Communities