

YORKTOWN ASSISTED LIVING RESIDENCE

ADMINISTRATIVE MANUAL OF POLICIES AND PROCEDURES DEPARTMENT: INTERDISCIPLINARY

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EFFECTIVE DATE: 9/9/20
NEW: REVISION: X
POLICY: PROCEDURE: X

SUBJECT: STRUCTURED VISITATION

POLICY: YORKTOWN ASSISTED LIVING RESIDENCE provides residents with as many opportunities to safely interact with friends and family as possible. As we all work to provide the best care we can to our residents and prevent the spread of COVID-19, YORKTOWN ASSISTED LIVING RESIDENCE has developed some specific guidelines on structured visitation in order to receive the highest-quality, compassionate care for optimum health, function, and quality of life.

PROCEDURE: Given ongoing efforts to prevent the spread of COVID-19 and our goal to allow residents as much time as safely possible with their friends and family, the following should be followed:

1. Visitation should be limited to outdoor areas, weather permitting. Under certain limited circumstances, as defined by the facility, visitation can be inside, in a well-ventilated space with no more than 10 individuals who are appropriately socially distanced and wearing a facemask or face covering while in the presence of others. **At no time shall the total number of visitors exceed 10 percent of the in-house resident census.**
2. Limited visitation, including, but not limited to, family members, loved ones, representatives from the long-term care ombudsman program (LTCOP), and resident advocacy organizations, will be permitted under the following conditions:
 - a. Adequate staff are present to allow for personnel to help with the transition of residents, monitoring of visitation, and cleaning and disinfecting areas used for visitation after each visit using an EPA-approved disinfectant.
 - b. The adult care facility maintains signage regarding facemask utilization and hand hygiene and uses applicable floor markings to cue social distancing delineations.
 - c. Visitors are screened for signs and symptoms of COVID-19 prior to resident access and visitation will be refused if the individual(s) exhibits any COVID-19 symptoms or do not pass the screening questions. Screening shall consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19 which shall include questions regarding international travel or travel to other states designated under the Commissioner's travel advisory. The facility must maintain screening questions asked onsite and make it available upon the Department's request.
 - d. Documentation of screening must be maintained onsite in an electronic format and available upon the Department's request for purposes of inspection and potential contact tracing. Documentation **must** include the following for each visitor to the nursing home:
 - i. First and last name of the visitor;

- ii. Physical (street) address of the visitor;
 - iii. Daytime and evening telephone number;
 - iv. Date and time of visit;
 - v. Email address, if available; and
 - vi. A notation indicating the individual cleared the screening (both temperature and questions) that does not include any individual temperatures or other individual specific information.
- e. There is adequate PPE made available by the adult care facility to ensure residents wear a facemask or face covering which covers both the nose and mouth during visitation.
 - f. Visitors must wear a face mask or face covering which covers both the nose and mouth at all times when on the premises of the ACF. Visitors must maintain social distancing. The ACF must have adequate supply of masks on hand for visitors and must make them available to visitors who lack an acceptable face covering.
 - g. Facilities provide alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol, to residents, visitors, and representatives of the long-term care ombudsman visiting residents and those individuals are able demonstrate to appropriate use.
 - h. Visitors must be 18 years of age or older. Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.
 - i. Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period are not eligible for visits.
 - j. A short, easy-to-read fact sheet outlining visitor expectations including appropriate hand hygiene and face coverings should be developed. The fact sheet must be provided upon initial screening to all visitors
 - k. Visitation will be suspended in the event a resident or employee tests positive for COVID-19

3. Visits must be scheduled in advance with the Director of Activities

- The Activities department head will be the primary contact for Structured Visits and will maintain their schedule. These visits are to be scheduled one at a time so respectful supervision can take place in the designated area. To allow for appropriate social distancing we are asking that families only attend if they share the same household. Visits are to be scheduled only during times when supervision is available at the discretion of the Director of Activities. During scheduling, the rules for Structured Visits will be explained to all parties and failure to agree to the terms will result in a postponement of the visit until conditions allow for less restrictive visitation. The maximum number of visitors permitted will be determined by the Activities Director based on facility capacity to safely accommodate visitors in the area where the Structured Visit will take place. The Director of Activities or designee will bring the resident to the designated visiting area at the appropriate time.
- Visits will be limited to 20-30 minutes.

4. **Boundaries must be established (OUTDOOR VISITATION)**

After screening, visitor(s) will be directed to the visitation area in the front main parking lot by the receptionist, who will then contact the designee that the resident should be assisted to the visiting area. Residents are to remain at least six feet away from their visitors. Boundaries set to maintain this distance will be clearly marked. In order for the visit to take place, all parties must agree to remain in the designated area so that the six feet minimum distance can be ensured through respectful supervision.

5. **Boundaries must be established (INDOOR VISITATION)**

After screening, visitor(s) will be directed to the visitation area in the front sitting area across from the receptionist desk. The receptionist will then contact the designee that the resident should be assisted to the visiting area. Residents are to remain at least six feet away from their visitors. Boundaries set to maintain this distance will be clearly marked. In order for the visit to take place, all parties must agree to remain in the designated area so that the six feet minimum distance can be ensured through respectful supervision.

6. **Supervision**

It is the assigned supervisor's responsibility to ensure safe distance and appropriate masking is in place throughout the visit. With that said, the supervisor should do so in the least intrusive way possible so as to ensure maximum privacy in a safe fashion. Supervision should be explained beforehand – to all parties – by the Activities Director/designee so that all understand the goal of the supervision is to help avoid possible accidental COVID-19 transmission.

7. **An interdisciplinary team** must be created by the facility to review visitation program compliance with this Health Advisory

8. If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.

9. If the facility falls out of compliance with requirements listed in this advisory, the ACF should immediately halt visitation and inform the Department. In addition, the Department can halt visitation at the ACF at any time due to community or facility spread of infection, or when the Department identifies that the has failed to comply with requirements of this advisory.

10. **Window Visits**

1. Window visits will take place in resident rooms, solariums, balcony areas
2. Windows must remain closed for the duration of the visit.
3. Visits will be limited to 15-20 minutes.
4. To allow for proper cleaning techniques in between window visits, we are limited on how many visits we can allow per day. Please be patient with us – we understand your excitement to see your loved one, but we must be extremely careful and cautious during the pandemic.
5. Please always remain outside and do not attempt to enter the building at any time during scheduled window visits. Your loved one will be just inside the window and we understand the desire to hug and kiss them, but it simply is not safe at this time.

6. Please do not leave your home and come visit if you are experiencing ANY symptoms of illness.
7. Please do not bring any items to give to your loved one. We are still being cautious of outside items and deliveries due to reports that COVID-19 may last on certain surfaces for long periods of time.

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Visitors Expectations Fact Sheet

- Visitors are screened for signs and symptoms of COVID-19 prior to resident access and visitation will be refused if the individual(s) exhibits any COVID-19 symptoms or do not pass the screening questions.
- Screening shall consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19 which shall include questions regarding international travel or travel to other states designated under the Commissioner's travel advisory.
- Documentation must include the following for each visitor to the adult care facility: first and last name of the visitor; physical (street) address of the visitor; daytime and evening telephone number; date and time of visit; and email address, if available.
- Limited visitation, including, but not limited to, family members, loved ones, representatives from the long-term care ombudsman program (LTCOP).
- At no time shall the total number of visitors exceed 10 % of the in-house resident census
- Visitation should be limited to outdoor areas, weather permitting. Under certain limited circumstances, as defined by the facility, visitation can be inside, in a well-ventilated space with no more than 10 individuals who are appropriately socially distanced and wearing a facemask or face covering while in the presence of others.
- Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.
- Visitors must wear a face mask or face covering which covers both the nose and mouth at all times when on the premises of the NH/ACF's.
- Visitors must maintain social distancing
- Facilities will provide alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol, to residents, visitors and representatives of the long-term care ombudsman prior to visiting the residents. Rub hands together using friction.
- Visitation hours are by appointment only. A copy of the NH's/ACF's formal visitation plan is posted on the website and broadcasted via email.
- The staff is required to monitor the visitation process. If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.