



COVID-19 Reopening Family/Resident/Patient/Client Visitation Guidance Protocol

This guidance matches **CMS Guidance Ref: QSO-20-39-NH** dated September 17, 2020 regarding Nursing Home Visitation. <https://www.cms.gov/files/document/qso-20-39-nh.pdf>

9/28/2020 Updated 10/01/2020

**Visitation Guidelines- Physical contact is not allowed at this time.
Blowing kisses, waves, dancing & singing are allowed!**

<p>Outdoor Visitation</p> <p>All visitors must sign an Attestation Form/Release</p>	<p><u>In-Person Visitation is allowed with specific guidelines followed</u></p> <ul style="list-style-type: none"> • <u>*Residents/patients who are known or are suspected to have COVID-19 will only receive virtual or window visits.*</u> • The county positivity rate is not considered at this time for outdoor visitation. • The number of visitors allowed at one time is dependent on the visitation schedule as we must practice social distancing. The planned number of visitors is TWO. If family/friends would like to bring more than TWO people, including children, then it must be scheduled with the actual number of visitors coming to visit the resident/patient/client so that the Facility can adapt and adjust the visitation area for appropriate social distancing. If family/friends bring more people than scheduled and the visitation area cannot be modified or monitored appropriately then the extra number of visitors cannot visit at that time. The Facility will get a new visit scheduled for those family/friends. • Visitation days and times are set by the facility. • Visitation is scheduled for 45 minutes. If family/friends would like to visit for a longer period of time it must be specified at the time of scheduling.
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County Positivity Rate Visitation Guidelines

- **Low (<5%)** = Visitation should occur utilizing infection control guidelines for COVID-19 & Facility policies.
- **Medium (5%-10%)** = Visitation should occur utilizing infection control guidelines for COVID-19 & Facility policies
- **High (>10%)** = Visitation is **NOT** allowed except for Compassionate Care situations

Outdoor Visitation(continued)

All visitors must sign an Attestation Form/Release

Length of visitation is dependent on other visitation schedules, staff available for monitoring and social distancing space. It is imperative that visitation time is planned carefully to meet all safety criteria. If the Facility is unable to accommodate a lengthier visit as requested, at that time, the Facility will provide alternative dates/times to the family/friends.

- **All visitors must sign an Attestation Form/Release.**
- All visitors are screened prior to access, go through the sanitization station, and must wear a facemask for the duration of their visit. The Facility must provide a facemask for the visitor to ensure universal source control.
- Facility will contact all families to notify residents/family/representatives of any changes in visitation protocol.
- Facility will set a visitation schedule for residents with hours and location of visits. Facility will contact residents/patients and families to inform them on visitation days/times.
- Infections control practices, including proper hand hygiene, masks, PPE and gowns as appropriate will be practiced with every resident/patient, staff member and visitor.
- Facility will provide all PPE for visitors
- Visitation will occur **outside/outdoors** as much as possible. Designated areas will be set up to ensure social distancing and monitoring are available.
- All visits will be monitored by staff to ensure compliance with PPE, social distancing and visitation guidelines.

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<p>Residents with Limited Mobility</p> <p>All visitors must sign an Attestation Form/Release</p>	<ul style="list-style-type: none"> • <u>*Residents/patients who are known or are suspected to have COVID-19 will only receive virtual or window visits.*</u> • Residents with limited mobility that are unable to get outside will be accommodated in their rooms when possible. Facility will specify entry and exit supervision and ensure roommate notification and precautions. • Visitation will be monitored. • Indoor visitation is only allowed when there has been NO new onset of COVID-19 cases in the facility in the last 14 days. • Indoor visitation is only allowed when the facility is NOT currently conducting Outbreak Testing. • Indoor visitation will NOT occur when the COVID-19 county positivity rates is at HIGH (>10%), EXCEPT in a compassionate care situation. The county positivity rate can be found at https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg/ • Residents/patients who are known or are suspected to have COVID-19 will only receive virtual or window visits.
<p>Indoor Visitation</p> <p>All visitors must sign an Attestation Form/Release</p>	<ul style="list-style-type: none"> • <u>*Residents/patients who are known or are suspected to have COVID-19 will only receive virtual or window visits.*</u> • Indoor visitation is only allowed when there has been NO new onset of COVID-19 cases in the last 14 days. • Indoor visitation is only allowed when the facility is NOT currently conducting Outbreak Testing. • Indoor visitation will NOT occur when the COVID-19 county positivity rates is at HIGH (>10%), EXCEPT in a

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<p>Indoor Visitation (continued)</p>	<p>compassionate care situation. The county positivity rate can be found at https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvq/</p> <ul style="list-style-type: none"> • Residents/patients/clients will wear an isolation mask and gown during indoor visitation. • Residents/patients who are known or are suspected to have COVID-19 will only receive virtual or window visits. • Facility does support and accommodate indoor visitation on request. Outdoor visitation is strongly preferred for safety. • Visitors must be able to adhere to the core infection control and safety rules set by the facility, including sanitization station, health screening questions, temperature and signing an Attestation Statement/Release. • Facility staff will monitor all visits. If visitors, including children, cannot adhere to core COVID-19 policies, then visitation will be halted and the visitors will be asked to leave the facility. • Facility will limit visitor’s movement indoors. Visitors will not walk around the facility. Visitors will walk directly to the designated visitation area and walk directly out of the facility post visit. • Room visits are not allowed for residents who share a room. If there is a roommate and the health status of the resident/patient prevents leaving the room, the facility will ATTEMPT to enable in-room visitation while adhering to the core principles of COVID-10 infection prevention. • Outdoor visitation and designated indoor visitation areas are preferred visitation spaces. • Visitors that are unable to pass the screening, refuse the sanitization station, refuse to sign the Attestation Statement, refuse infection control practices &/or wearing a mask, shall be barred from visiting
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<p>Compassionate Care Visits (continued)</p> <p>Access to the Ombudsman</p>	<ul style="list-style-type: none"> • Compassionate care visitors are screened upon entry and additional precautions are taken, including social distancing, hand hygiene, monitoring and use of personal protective equipment (PPE). • Ombudsman will be permitted entry and will be subject to the screening, sanitization station, hygiene and face covering requirements for visitors. • Facilities will share with the Ombudsman, upon request, if they have any active cases of COVID in the building before entrance. The facility will share, upon request, the policy/procedure implemented for visitation. • If in-person access is not advisable, such as the Ombudsman having signs and symptoms of COVID-19, Facility will facilitate alternative visitation via phone or video.
<p>Visitor COVID-19 Testing</p>	<ul style="list-style-type: none"> • When feasible, visitors will be tested in medium- to high-positivity counties. • Regular visitors will be prioritized by the facility; however, any visitor may be tested prior to a visit. • Facility encourages visitors to be tested on their own prior to coming to visit their loved one at the facility (e.g., within 2-3 days) and bring proof of a negative test result and date of test.

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