

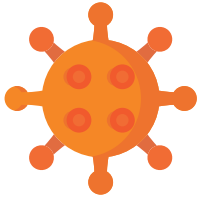
# COVID-19 VISITOR HOMECOMING GUIDELINES

## SOFT VISITATION

### No COVID-19 case(s) and high community transmission

Does not include a facility transitional unit for admits, readmits or residents that attended appointments in the community

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## GENERAL GUIDELINES

### Operational Guidelines

- Create and disseminate a communication to all residents, family and staff.
  - Inform on the changes to facility visitor guidelines, including a way for concerned residents or family to contact the facility with questions and feedback.
- Designate staff or volunteer with no or minimal other duties to manage appointments and supervise visits.
  - Communicate with all staff how to assist residents to visitation area.
- Allow family, up to 2 persons for one resident.
  - Appointments will be scheduled in 30 minute intervals.

### Physical Guidelines

- Set up a designated outside space with canopy overhead cover for comfort.
  - Designated space must be accessible to visitors without need to enter the facility and at least 30 feet from facility air intakes.
  - Identify a visually designated space for resident to sit, a second visually designated space for the family 7-10 feet distant (place table and chairs).
  - Facility will provide 2 hard surface chairs and a table for visitors within the visually designated space.
  - Designate single parking space for visitor(s) for timely transitions, signage to indicate number for visitor to call upon arrival.
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## PRIOR TO THE VISIT

### Operational Guidelines

- Have all expected visitors answer a symptom questionnaire at the time appointment is scheduled
- Initially schedule revisits out over several weeks to ensure all family/visitors who choose to have a chance to visit.
  - Once visitation levels are determined, more frequent repeat visits can be scheduled.
  - Leave some vacancies each week for last minute requests or out of town visitors as a courtesy.
- Determine with legal counsel if having a notice of understanding, code of conduct, signed by visitors prior to visiting would be beneficial to explain the risks of visitation. (signed electronically or at time of visit)
  - Staff can/will end the visit early per their judgment if safeguards are violated or if resident safety becomes a concern.
- Visitor staff will verify with scheduled visitor one day prior to confirm or allow substitution if visitor needs to cancel or postpone.
- Visitors are to call designated visitor staff upon arrival-notify who is present for the visit to verify persons with the appointment schedule information, symptom questionnaire asked and answered at the time of the visit.
  - If policy required, take visitor temperature and document.

### Physical Guidelines

- Hand hygiene station, ABHR, to be provided for visitors to use prior to moving into the visitation space.
- Facility will consider assisted listening devices to facilitate communication.
  - These can include personal sound amplifier, personal phone with headset, etc.



## WHEN VISITORS ARRIVE

### Operational Guidelines

- Any visitor with current symptoms will be refused the in-person visitation.
- The visitor staff will instruct the visitors how to proceed to the visitation space, guidelines for distancing, PPE and hand hygiene procedures to be followed.
- Visitor staff will remain in the visitor space throughout the visit to ensure compliance with safe visiting guidelines.
- Visitor staff may be requested to assist in communication and will provide the highest level of customer service and support while maintaining safe visiting guidelines.

### Physical Guidelines

- Visually designated space for resident to sit, a second visually designated space for the family 7-10 feet distant.
- Facility will provide 2 hard surface chairs and table for visitors within the visually designated space.
- Designate single parking space for visitor for timely transitions, signage to indicate number for visitor to call upon arrival.
- Hand hygiene station, ABHR, to be provided for visitors to use prior to moving into the visitation space.
- Facility will consider assisted listening devices to facilitate communication.
  - These can include personal sound amplifier, personal phone with headset, etc.

### PPE Guidelines

- All visitors must have source/face coverings, or face masks upon arrival for use during entire visit.
- Staff or volunteer managing appointments and visits to wear face mask throughout shift.
- ABHR will be used by the staff or volunteer during the visit following any physical contact with the resident or visitors.
- Resident will wear face mask from when they leave their room and throughout the visit until they return to their room.



## AFTER THE VISIT

### Operational Guidelines

- Visitor staff will inform visitors at 20 minutes and direct visitors to exit the visitation area.
- Visitor staff will assist resident as needed back to the facility entry.
- Visitor staff will sanitize all surfaces in the visitation area.
- Be sure to clean canopy legs as well as chairs and table provided.

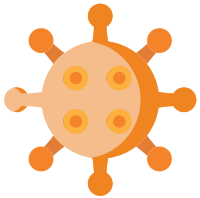
**All visitation is restricted if there is 1 or more COVID-19 suspect(s) or confirmed cases**

# COVID-19 VISITOR HOMECOMING GUIDELINES

## MODERATE VISITATION

### No COVID-19 case(s) and low community transmission

Does not include a facility transitional unit for admits, readmits or residents that attended appointments in the community



## GENERAL GUIDELINES

### Operational Guidelines

- Create and disseminate a communication to all residents, family and staff.
  - Inform on the changes to facility visitor guidelines, including a way for concerned residents or family to contact the facility with questions and feedback.
- Designate staff or volunteer with no or minimal other duties to manage appointments and supervise visits.
  - Communicate with all staff how to assist residents to visitation area.
- Allow family, up to 4 persons for one resident. Appointments will be scheduled in 30-minute intervals.

### Physical Guidelines

- Set up a designated outside space with canopy overhead cover for comfort.
- Designated space must be accessible to visitors without need to enter the facility and at least 30 feet from facility air intakes.
- Identify a visually designated space for resident to sit, a second visually designated space for the family 7-10 feet distant (place table and chairs).
- Facility will provide 4 hard surface chairs and a table for visitors within the visually designated space.
- Designate single parking space for visitor(s) for timely transitions, signage to indicate number for visitor to call upon arrival.



## PRIOR TO THE VISIT

### Operational Guidelines

- Have all expected visitors answer a symptom questionnaire at the time appointment is scheduled
- Initially schedule revisits out over several weeks to ensure all family/visitors who choose to have a chance to visit.
  - Once visitation levels are determined, more frequent repeat visits can be scheduled.
  - Leave some vacancies each week for last minute requests or out of town visitors as a courtesy.
- Determine with legal counsel if having a notice of understanding, code of conduct, signed by visitors prior to visiting would be beneficial to explain the risks of visitation. (signed electronically or at time of visit).
  - Staff can/will end the visit early per their judgment if safeguards are violated or if resident safety becomes a concern.
- Visitor staff will verify with scheduled visitor one day prior to confirm or allow substitution if visitor needs to cancel or postpone.
- Visitors are to call designated visitor staff upon arrival-notify who is present for the visit to verify persons with the appointment schedule information, symptom questionnaire asked and answered at the time of the visit.
  - If policy required, take visitor temperature and document.

### Physical Guidelines

- Hand hygiene station, ABHR, to be provided for visitors to use prior to moving into the visitation space.
- Facility will consider assisted listening devices to facilitate communication.
  - These can include personal sound amplifier, personal phone with headset, etc.

## Operational Guidelines

- Any visitor with current symptoms will be refused the in-person visitation.
- The visitor staff will instruct the visitors how to proceed to the visitation space, guidelines for distancing, PPE and hand hygiene procedures to be followed.
- Visitor staff will remain near the visitor space throughout the visit to ensure compliance with safe visiting guidelines.
- Visitor staff may be requested to assist in communication and will provide the highest level of customer service and support while maintaining safe visiting guidelines.



## WHEN VISITORS ARRIVE

### PPE Guidelines

- All visitors must have source/face coverings, or face masks upon arrival for use during entire visit.
- Staff or volunteer managing appointments and visits to wear face mask throughout shift.
- ABHR will be used by the staff or volunteer during the visit following any physical contact with the resident or visitors.
- Resident will wear face mask from when they leave their room and throughout the visit until they return to their room.

### Physical Guidelines

- Visually designated space for resident to sit, a second visually designated space for the family 7-10 feet distant.
- Designate single parking space for visitor for timely transitions, signage to indicate number for visitor to call upon arrival.
- Hand hygiene station, ABHR, to be provided for visitors to use prior to moving into the visitation space.
- Facility will consider assisted listening devices to facilitate communication.
- These can include personal sound amplifier, personal phone with headset, etc.



## AFTER THE VISIT

### Operational Guidelines

- Visitor staff will inform visitors at 20 minutes and direct visitors to exit the visitation area.
- Visitor staff will assist resident as needed back to the facility entry.
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- Be sure to clean canopy legs as well as chairs and table provided.

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