

## COVID-19 VISITATION POLICY

### **Policy:**

The Sitrin Health Care Center will, in accordance with the most recent state guidance, comply with all state and federal regulations for visitation during the COVID-19 state declared public health emergency. Visitation includes but is not limited to family members, loved ones, and representatives from the long-term care ombudsman program (LTCOP). At no time shall the number of visitors exceed 10% of the total in-house census at any one time. Based on that percentage, only one (1) long-term care resident per house will be permitted to have visitors at a time. The rehab and the neuro units in the main building at the Health Care Center combined can have a total of five (5) residents who can have a visitor at the same time. Visitation for the SNF houses will occur outside each house entrance in the designated areas. Visitation for the rehab and neuro units will occur outside the main front entrance.

Visitation will be limited to Monday through Friday beginning at 1 pm and concluding at 4:30 pm every day and will be by reservation only. **Visitors must present a verified negative COVID-19 test result dated within the last seven (7) days of the scheduled visit. Visitation will be refused if the individual fails to present the negative test result. These test results must be presented EVERY time an individual visits which means the visitor will be required to retest so that the result is within seven (7) days of the visit.**

Each resident will be allowed only two visitors during each visit. Visits will be a total of 20 minutes each and will be conducted outside only, weather permitting. There will be no visitation during any meal times. Visitors under the age of 18 must be accompanied by an adult 18 years of age or older. The facility has the right at any time to cancel the scheduled visits due to inclement weather.

Visitation must be suspended for a period of no less than fourteen (14) days whenever there is a new resident or staff onset of COVID-19 in the nursing home. In addition, the New York State Department of Health can halt visitation at the facility at any time due to community or facility spread of infection or based on the Department's identification of the facilities failure to comply with one or more elements of the September 17, 2020 Health Advisory: Revised Skilled Nursing Facility Visitation.

A copy of the facility's formal visitation plan including the COVID-19 Visitation Policy, Visitor Questionnaire, and Visitor Expectation/Fact Sheet are posted on the facility's website page, Facebook private members-only group, and broadcasted via email, if available. Residents and family members will be notified by administration when there are updates to the visitation plan including when visitation is paused due to a confirmed positive COVID-19 diagnosis among residents and/or staff. Family members will also be encouraged to check the website periodically for updates. The facility will comply with mailing paper copies to family members upon their request.

Par levels of PPE will be adjusted by the Vice President of Long Term Care Services based on visitor use of PPE.

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.

### **CHARLES T. SITRIN HEALTH CARE CENTER, INC.**

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### Procedure:

The COVID-19 Visitation Committee consists of the facility Vice President/Administrator, the Infection Control Nurse, the Director of Nursing Services, the Unit Managers, the Vice President of Community Relations, the Director of Facilities, the Director of Recreational Therapy, and the Medical Director. The Committee will be responsible to review this policy at a minimum of quarterly, and as needed, as well as to conduct visitation audits and report concerns and improvements to the Quality Assurance Performance Improvement (QAPI) Committee.

### *Visitation Reservations:*

- ❖ All visits MUST be scheduled in advance by the family member. There will be no spontaneous visits permitted.
- ❖ Families will be directed to contact the Health Care Center receptionist at 315-737-2334 or via email at [visitation@sitrin.com](mailto:visitation@sitrin.com) to schedule a visit. Visits will be scheduled upon availability to assure that the facility is in compliance with the 10% visitation requirements and to assure that all residents have had an opportunity to have an initial family visit before second visits are scheduled.
- ❖ The receptionist will contact the family member either via telephone or email to confirm the date and time of the visit and encourage the family to arrive 10-15 minutes prior to the visit to complete the screening process and paperwork.
- ❖ The receptionist will send a daily visitation spreadsheet via email to the “COVID Visitation Group” so that everyone is aware of who is visiting for the day and their designated time slot. It will be the responsibility of this group to assure that the daily visiting schedule is communicated to all unit/house staff and that the resident is ready and transported to the designated visiting area for their house/unit promptly.
  - For the rehab/neuro units only: Each “visitation bench” will have a number (#1 -#5) assigned to it; when scheduling the visit in the spreadsheet, the receptionist will also assign a number to each visit.
- ❖ Resident safety will preside over the visitation schedule; therefore, in the event of inclement weather, the receptionist will notify families when visitation is cancelled. Priority will be given to any cancelled visits when scheduling.

### *Screening of Visitors:*

- ❖ Screenings will occur at the Community Center for visitors who are scheduled to see a resident in the long term care houses and at the front entrance to the Health Care Center for anyone scheduled to visit a resident residing on our rehab and neuro units.
- ❖ All visitors will be required to present a verified COVID-19 negative test result within the last seven (7) days of the visit.
- ❖ Visitors will be asked to utilize the alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol that is provided by the facility prior to being screened and must demonstrate appropriate use. All visitors will be screened for signs and symptoms of COVID-19 prior to resident access. Visitation will be denied if the individual(s) exhibits any COVID-19 symptoms or does not pass the screening questions.

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#### *Screening of Visitors (continued):*

- ❖ Screenings shall consist of both temperature checks and asking screening questions (via the screening form) to determine potential exposure to COVID-19, which shall include questions regarding international travel or travel to other states designated under the Governor's travel advisory. Visitors will be required to complete the screening questionnaire in its entirety, sign and date the form and return it to the employee who is screening them.
- ❖ Visitors must be given a copy of the "Visitor Expectation/Fact Sheet" EVERY time they come for a visit. The visitor MUST take this with them.
- ❖ Once the screening process is complete, the screener will give the family member(s) a sticker that must be worn throughout the duration of their visit. The screener will then direct the family member(s) to their visitation station.
- ❖ The completed Visitor Questionnaire forms for the day will be placed in a manila envelope and forwarded to the Vice President of Long Term Care Services who will keep them on file.
- ❖ Visitors will be encouraged to complete COVID-19 testing whenever possible prior to visitation.

#### *During Visits:*

- ❖ During the COVID-19 state declared public health emergency, visitation is strictly prohibited in resident bedrooms or common areas of the houses/units with the exception of residents receiving end-of-life care.
- ❖ Visitation will be limited to outdoor areas, weather permitting.
- ❖ 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 Sitrin Health Care Center and during the duration of the visit. If the visitor does not have a facemask, one will be provided by the Health Care Center during the screening process.
- ❖ Residents will be encouraged to wear a facemask during the visit if medically tolerated.
- ❖ Visitors must maintain social distancing at all times and must follow any posted signs and instructions, as well as any floor markings in regard to where to sit during the visit.
- ❖ There will be no physical touching between the resident and the visitor during the visit, this includes hugging, kissing, hand holding, etc.
- ❖ Facility staff will provide cues to residents and instruct family of all signage regarding facemask utilization, hand hygiene practices, and applicable floor markings to cue social distancing delineations.
- ❖ Staff is required to monitor the visitation process for both compliance to the rules, as well as assuring that the visit does not exceed the 20 minutes. Each staff member who will be monitoring visits will complete a "Monitoring Checklist for Visitation" form for each resident visit indicating if the visitor complied with the guidelines. If any visitor fails to adhere to the rules and protocols during the visit, he/she/they will be prohibited from visiting for the remainder of the COVID-19 state declared public health emergency.

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#### *After Visitation:*

- ❖ Staff assigned to monitor visitation will ensure designated areas where visitors and residents meet are appropriately disinfected between visitations using an approved EPA-approved disinfectant.
- ❖ The staff monitors will forward their completed “Monitoring Checklist for Visitation” forms to the Vice President of Long Term Care Services who will then compile the results of the visits and report to the COVID-19 Visitation Committee for corrective actions/recommendations.

#### *End-of-Life Visitation:*

- ❖ Facility physicians will determine when resident is at end-of-life and can receive visitors on the unit/in the house.
- ❖ All end-of-life visitors will be required to be screened in the Community Center/front entrance prior to visiting the resident. Temperatures must be taken and recorded, the Visitor Questionnaire must be completed, and the visitor must sign in. Visitors will be asked to utilize hand sanitizer provided for them. **A COVID-19 negative test result is NOT required for end-of-life visitors.**
- ❖ An EOL sticker will be provided to the family member and must be worn at all times during the visit so that staff is aware that they have been screened.
- ❖ Visitors are required to wear facemasks at all times assuring that the nose and mouth are covered. If the visitor does not have a facemask, the facility will provide one for them.
- ❖ Additional PPE may be required based on the circumstances and will be determined by the facility physician and Infection Control Nurse.
- ❖ Visitors must stay in the resident’s room at all times, except for entry and exit.

#### *Window Visitation:*

- ❖ Visitation outside of the resident’s window is still permitted and encouraged.
- ❖ There is no time limit with window visitation.
- ❖ The window can be open; however, windows screens must remain intact and cannot be removed during the visit.
- ❖ Nothing is permitted to be handed to the resident through the window.
- ❖ Facemasks are required to be worn by the visitor(s).

#### *FaceTime Visitation:*

- ❖ Visitation through FaceTime can be coordinated between the resident and family member(s) through the nursing, social service, and/or recreational therapy department(s).
- ❖ The facility’s IPADs will be utilized for these visits and can be scheduled routinely.
- ❖ Facility staff will assist the resident with these visits and will clean the IPADs between use.

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