

## HILLSIDE MANOR REHABILITATION AND EXTENDED CARE CENTER

<b>MANUAL TITLE:</b>	<b>Administrative Policies and Procedures</b>
<b>POLICY TITLE:</b>	<b>Visitation Guidelines</b>
<b>APPLICATION:</b>	
<b>EFFECTIVE DATE:</b>	<b>7/15/2020</b>
<b>REVISION DATE:</b>	<b>9/17/2020</b>

### **POLICY**

It is the policy of Hillside Manor Rehabilitation and Extended Care Center to begin visitation for residents, families and resident representatives while ensuring safety and adherence to infection prevention strategies to minimize any potential spread of infection. This will be done in accordance with all state and federal guidance for the prevention of COVID-19. The following information is provided by the [Department of Health](#).

### **PURPOSE**

To promote and enhance resident quality of life by implementing visitation to combat psychological impacts of isolation from family and representatives.

### **CRITERIA**

Facilities in Phase 3 regions may resume **limited visitation and activities beginning July 15, 2020 and only under the following conditions:**

1. Hillside Manor is in full compliance with all state and federal requirements, state Executive Orders and guidance, state reporting requirements including COVID-19 focus surveys, HERDS and staff testing surveys, and federally required submission of COVID-19 data to the NHSN.
2. Hillside Manor has protocols to separate residents into cohorts of positive, negative, and unknown as well as separate staff teams to deal with COVID-positive residents and nonpositive residents.
3. Hillside Manor has completed the NY Forward Safety Plan and submitted a copy of the complete plan to [covidnursinghomeinfo@health.ny.gov](mailto:covidnursinghomeinfo@health.ny.gov). The facility must retain a copy of the plan at the facility where it is accessible and immediately available upon request of the Department or local health department.
  - a. The plan must clearly articulate the space(s) to be used for visitation (outdoors and indoors) including the number of visitors and residents which could be safely socially distanced within the space
4. The absence of any new onset of COVID-19 among staff or residents as reported to the Department on the HERDS and staff testing surveys and as reported to the NHSN for a period of **no less than fourteen (14) days, consistent with [CMS FAQ's](#)**.
5. Adherence to written screening protocols for all staff during each shift, each resident daily, and all persons entering the facility or grounds of the

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- facility, including visitors. Resident monitoring must include daily symptom checks, vital signs, and pulse oximetry.
6. A copy of Hillside Manor's formal visitation plan is posted to our website, [www.hillsidemanorrehab.com](http://www.hillsidemanorrehab.com) and broadcasted via email or social media to provide visitors with clear guidelines for visiting and to announce if and when visitation is paused due to an increase in the number of residents and/or staff with confirmed positive COVID-19 diagnosis.
  7. 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.

### **PROCEDURE:**

- Facility visitation will be conducted in the outdoor patio area, weather permitting.
- In inclement weather such as high heat, rain, cold temperatures and, as facility space allows, visitation will be inside, in a well-ventilated space with no more than 10 individuals who are social distanced and wearing a facemask / face covering while in the presence of others.
- Visits will be made in advance and scheduled by calling the Director of Recreation/designee during normal business hours, Monday-Friday, 9am-5pm
- Visiting hours are limited and will be 20 minutes in duration. All visitors are asked to arrive 15 minutes prior to their scheduled visitation period to allow for required check in protocols.
- Visitation days are Monday-Thursday only. Friday will be the make up visitation day if visitation is postponed due to inclement weather.
- Visitation hours/periods are as follows: 10 am-10:20 am, 10:30 am -10:50 am, 11 am-11:20 am, 1:00 pm-1:20 pm, 1:30 pm-1:50 pm, 2:00 pm-2:20 pm, 2:30 pm-2:50 pm. Please be sure to arrive on time. If you arrive late, your visitation period will be abbreviated accordingly due to other scheduled appointments. If you need to cancel or reschedule please contact the facility at least a day in advance. We will try to accommodate all requests to reschedule as possible.
  - Hillside Manor will assign staff to assist with the transition of residents, monitoring of visitation, and cleaning and disinfecting areas used for visitation after each visit using an EPA-approved disinfectant.
  - All visitors will enter the patio area via the gate off of the parking lot that will be clearly marked. A staff member will be assigned to the visitor check in area.
  - Hillside Manor will post signage regarding facemask/face covering utilization and hand hygiene and uses applicable floor markings for social distancing.

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- All visitors are required to present a verified COVID-19 negative test result within the last 7 days of the scheduled visit. **Visitation will NOT be permitted without this verification.**
- **Hillside Manor will screen all visitors 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. This will include temperature checks and screening questions to assess potential exposure to COVID-19, international travel and to states designated under the Commissioner's travel advisory.** The facility will maintain screening questions asked onsite in an electronic format and make it available upon the Department's request.
- A log will be kept for all visitors that includes:
  - First and last name of the visitor;
  - Physical (street) address of the visitor;
  - Daytime and evening telephone number;
  - Date and time of visit;
  - Email address, if available; and
  - As per NYSDOH a notation indicating the individual cleared the screening (both temperature and questions) that does not include any individual temperatures or other individual specific information.
- Visitors and residents must wear a facemask or face covering (must always cover both the nose and mouth when on the premises of Hillside Manor). Masks will be provided for visitors as needed.
- Visiting areas will have easily accessible alcohol-based hand rub, for residents, visitors, and staff.
- **No more than 10 percent** of the residents shall have visitors at any one time and only two visitors will be allowed per resident at any one time.
- Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.
- **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.**
- Hillside Manor will provide and post a fact sheet outlining visitor expectations including appropriate hand hygiene and face coverings. The fact sheet will be provided upon initial screening to all visitors.
- Residents will also be assisted to go outdoors with staff supervision weather permitting. The appropriate infection control and safety and social distancing requirements must be maintained.

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- The IDT Team will review the Visiting program and monitor for any needed adjustments and report to QA Committee as needed.
- **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.**