

Policy Title: Visitation with Residents during COVID Pandemic

Purpose: Based on the needs of residents and consistent with adult care facility staffing and the physical plant, visitation can be conducted through a variety of means, such as in resident apartments, dedicated visitation spaces and outdoors (weather permitting). Regardless of how the visit is conducted, there are certain core principles and best practices that reduce the risk of COVID-19 transmission that must be followed.

Procedure:

1. The Hearth community may conduct visitation under the following conditions:
 - a. Confirmation of substantial compliance in the area of infection control based upon an unannounced infection control survey.
 - b. Confirmation of substantial regulatory compliance via the most recent unannounced regulatory survey.
 - c. The Hearth Community will accommodate and support indoor visitation including visits for reasons beyond compassionate care situations, when the COVID-19 county wide positivity rate is less than 10%. The ED or DON will be responsible for being cognizant of the county positivity rate.
 - i. Using the CMS COVID-19 positivity rate found at <https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg>
 - d. The Hearth Community will retain a copy of the ACF adopted and effective visitation plan where it is easily accessible and immediately available upon request of residents, their families, the Department, local Health Department, Long Term Care Ombudsman, Justice Center for the Protection of People with Special Needs (as applicable), and or representatives of the Federal O’Toole Settlement and impacted ACFs of New York City
 - e. The Hearth on James’s Community Visitation Plan will be conducted as follows:

Indoor: The lobby is the primary space for non-private visitation requests. If the room is booked or a private request is made, an individual’s apartment may be used.

Private visitation in the apartment will be three visitors per apartment.

For non-private visitation, up to 3 visitors per resident will be accommodated but is contingent on the number of residents being visited.

Outdoor: Private visitation in any of the 2 patio areas will be 3 visitors per

resident.

Maximum number of visitors will not exceed 10 in the building and is contingent on the ability to supervise appropriately.

- i. Outdoor visits will be conducted with the following considerations: In inclement weather, excessively hot or cold temperature or poor air quality.*
 - ii. Visitors will be required to review and sign visitor process attestation.*
2. Compassionate Care visits are permitted when visitation may not otherwise be permitted in accordance with department of Health's current visitation guidance. These visits include;
 - a. Newly admitted residents with difficulty adjusting to the ACFs environment and lack of in person family support
 - b. Residents recently grieving the loss of a friend or loved one.
 - c. Residents who previously received in person support and or cueing from family for eating and drinking and are not experiencing dehydration and/ or weight loss.
 - d. Residents who are exhibiting signs and symptoms of emotional stress including but not limited to seldomly speaking or crying more frequently (when the resident has rarely cried in the past), refusing to participate in an activity or activities, staying in bed longer than usual, or exhibiting behavior considered abnormal for the individual
 - e. Residents who receive religious or spiritual support for clergy or another ley person
 - f. The Executive Director or designee may consider other compassionate care situations on a resident/ specific basis.
3. The Hearth community is compliant with all reporting requirements associated with COVID-19 response, including but not limited to the HERDS and staff testing surveys and is compliant with all applicable guidance.
4. The Hearth community has no NEW onset of COVID-19 cases with residents AND staff, within the past 14 days and The Hearth community is not currently conducting or having outbreak testing conducted.
 - a. An outbreak is defined as any new onset ACF resident or staff infection.
5. The Hearth community is in full compliance with all applicable state regulations, Executive Orders (and attestation of compliance), and state guidance related to the COVID-19 Public Health Emergency.
6. This policy serves as the Hearth community's formal visitation plan which will be posted to their public website and broadcasted via email or social media to provide visitors with clear guidelines for visiting. If at any point visitation

must be paused, due to an increase in the number of residents and or staff with a confirmed positive COVID-19 diagnosis, this will be communicated via email, and or telephone or posted on our website.

7. During an indoor visit, the resident will be limited to a total of three (3) visitors at any one time.
8. During an outdoor visit, the resident will be limited to a maximum total of three (3) visitors at any one time.
9. At any one time the number of visitors/vendors must not exceed a total of ten (10) visitors so that staff are able to accommodate and supervise.
10. For indoor or outdoor visitation hours will be from 10:00 AM to 5:00 PM Sunday-Saturday days and limited to approximately 60-minute visits. The Executive Director or designee has the authority to shorten, extend, or deny a visitation request as well as approve or deny a request for an extended visit time dependent on extenuating circumstances.
11. The Hearth Community will designate one entrance for all visitors and staff to access the screening process prior to entry of resident occupied areas.
 - a. Visitors, vendors, contractors, volunteers as well as Hearth staff will utilize one main entrance for screening protocols. Screening protocols will be performed prior to entering resident occupied areas and will include first and last name, physical street address, daytime and evening telephone number, date, and time, and e-mail address if available.
12. The visitor will:
 - a. Adhere to the core principals of infection prevention and control as well as the established Hearth policies.
 - b. Be 18 years of age or older or the visitor must be accompanied by an adult who is at least 18 years of age or older. Visitors with children must be able to manage them, and children must be able to wear a facemask during the entire visitation.
 - c. Perform hand hygiene with alcohol-based hand sanitizer before and after the visit.
 - d. Sign off on the Visit Process Attestation
 - e. Be screened for signs and symptoms of COVID-19 and shall include questions regarding international or domestic travel designated under the commissioners travel advisory.
 - f. Have their temperature taken prior to visit.
 - g. Will be asked to wear proper PPE, if a visitor fails to comply a mask will be provided for them.
 - h. All visitors must wear face mask at all times while on Hearth property use hand sanitizer, and practice social distancing of at least 6 feet between visitors and loved ones.
 - i. Maintain 6 feet of social distance.
 - j. Stay in designated location for indoor visitation.

- k. All visitors will go directly to the intended resident's apartment or visitation area. If a visitor is unaware on how to access the appointed area directly, staff will assist.
- 13. Any visitors arriving from out of state, will be required to follow NYS travel guidance and the Hearth Community reserves the right to request antigen testing prior to the visit or proof of a negative COVID-19 test result within the last 72 hours.
- 14. If for any reason the visit is unable to proceed, telephonic, video chat or other means of communication will be encouraged.
- 15. In the event residents of non-relation share one apartment, visits will not be conducted in that shared room.
 - a. For situations when there is a roommate and the health status of the resident prevents them from leaving the room, The Hearth community will attempt to enable in-room visitation while adhering to core principals of COVID-19 infection prevention.
- 16. The Hearth Community staff must assist with transition of residents, monitoring of visitation, compliance with existing regulatory compliance and cleaning/ disinfecting visitation areas after each visit using an EPA approved disinfectant.
- 17. Hearth staff will
 - a. Be in serviced to this policy before being assigned to oversee the visitation.
 - b. Instruct the visitor/resident of proper mask usage, proper social distancing, and hand hygiene.
 - c. The Hearth staff will provide regulatorily required supervision and monitoring for all visitors particularly those who may have difficulty adhering to core principals such as children.
 - d. If any visitor fails to adhere to the outlined protocol, he/she or they may be prohibited from visiting for the duration of the COVID-19 state declared Public Health Emergency
- 18. The resident:
 - a. No longer requires transmission-based precautions as outlined by the CDC if they have been COVID -19 positive.
 - b. Must wear a face mask during the visitation.
 - c. Will be instructed of the visitation process.
 - d. If currently positive for COVID-19, whether new onset or persistently positive, residents with COVID-19 signs or symptoms and residents in a 14-day quarantine or observation period remain ineligible for in person visits.
 - e. The Hearth community will make every effort to accommodate visits using electronic devices and alternative visitation techniques including window visits.

19. The Hearth retains the right to deny indoor visitation if we believe the following:
 - a. Circumstances pose a risk of transmitting COVID-19 to the Hearth Community
 - b. Either the resident or visitor might be at risk for harm
20. The Department of Health reserves the right to restrict visitation at any point.

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