



COVID-19 VISITOR POLICY – NORTH CAROLINA

Purpose:

To provide clear guidance to community teams regarding visitation by resident family members and others while maintaining the appropriate level of response and required precautionary measures related to mitigating COVID-19 infection.

Visitation – Normal Operations

During normal operations, in the absence of a COVID-19 outbreak or positive cases in the community, communities should welcome visitors at all times in compliance with state resident rights regulations and with appropriate allowances for building security and afterhours access.

Visitation – COVID-19 Outbreak Protocols

In the event of an outbreak or positive resident cases (see COVID-19 P&P Section 11), communities should accommodate and support visitation including visits for reasons beyond compassionate care and essential support situations based on the following guidelines.

- Visitors will be allowed inside the community in compliance with a state, county or local orders or published guidance.
- Visiting hours and number of visitors will be set at the General Manager's discretion within state, county, and local regulatory guidelines.
- Visiting hours will be posted and published via letter and email to residents and family members.
- Exceptions will be made at the General Manager's discretion for more frequent and/or lengthier visits for the following: medical providers, home health, hospice, pharmacy, regulators and inspectors, life safety & compliance vendors (fire, elevators, emergency plumbing, etc.). All must follow established COVID-19 screening protocols.
- Compassionate care visits and visits required under federal disability rights law will be allowed at all times, regardless of a resident's vaccination status, the county's COVID-19 positivity rate, or an outbreak within the facility.
- Visiting minors shall be supervised by an accompanying responsible adult and are subject to COVID-19 screening.
- Visitors may be required to sign up in advance for visiting hours via the reception desk or the scheduling app and must enter through front entry only.
- Visitors may be required to wear an approved mask or other PPE while in the community as allowed or required by state, county or local orders or published guidance.
- Visitors must follow COVID-19 screening protocols upon entry and sign in using the Visitor Log or Accushield kiosk, providing their name, name of resident visiting, date, time of visit, and phone contact.
- Visitors must use sanitizer gel upon entry and before visiting.
- Reception staff will sanitize pens, kiosk, and other touchpoints after each use.



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- Visits may occur in common areas with social distancing of a minimum of 6 feet between each person. Staff may supervise visiting areas to maintain proper social distancing.
- Visits may occur in Resident Apartments in compliance with a state, county or local orders or published guidance. Proof of vaccination may be required in some areas.

Essential Support Visitors

- Essential Support visitor program will be supported following state, county or local orders or published guidance.
- In NORTH CAROLINA, this includes the following visitation protocols.
- During a disaster declaration or emergency that results in the suspension or curtailment of the community's normal visitation policy for any reason, the visitation protocols shall provide for at least the following:
 - Each resident shall have the right to designate one preapproved visitor and one preapproved alternate visitor. The preapproved visitor, or if the preapproved visitor is unavailable, the preapproved alternate visitor, shall be allowed to visit the resident at least twice per month during any period of time during which the community's normal visitation policy is suspended or curtailed for any reason during the declared disaster or emergency.
 - Prior to admission, the community shall explain and provide to each resident written notification of the visitation protocols established herein.
 - Visitation under these protocols shall be subject to Centers for Medicare and Medicaid Services directives and to the guidelines, conditions, and limitations established by the community as part of its normal visitation policy.