



*The Shores and The Bluffs Skilled Nursing*

COVID-19

Visitation Protocols

**This guidance is effective March 29<sup>th</sup>, 2021**

Last updated: April 23, 2021

# Visitation Protocols

## Scheduling a Visit

- Visitation appointments are not required
- Visitors are only permitted during specific visitation times, outlined below. However, exceptions may be made for compassionate care/end-of-life visits.

10 am -11:45 am, 1:00 pm – 4:30 pm, 6:00 pm – 8:00 pm

- Visits are not permitted during mealtimes.
- Visitors are encouraged to limit their visit to a maximum of 2 hours
- Indoor visits are limited to **two** visitors at one time to allow for proper social distancing.

## Infection Control Protocols

- All visitors must adhere to the following core principles and best practices for preventing the spread of COVID-19:
  - Screening of all who enter the Health Center
  - Hand hygiene (use of alcohol based hand rub is preferred)
  - Use of face coverings or masks **at all times** (visitor and resident)
  - Social distancing of at least six feet between persons\*\*
  - Cleaning and disinfecting of high frequency touch surfaces and dedicated visitation areas
  - No eating or drinking permitted during the visit

*\*\*If a resident is fully vaccinated, they can choose to have close contact, including touch, with their visitor while both are wearing a well-fitting face mask and performing hand hygiene before and after. Regardless, visitors should physically distance from other residents and staff in the neighborhood.*

- Staff members will check-in during visits to ensure that proper protocols are being followed.
- As per New York State regulation, if a visitor is unable to adhere to the core principles listed above, they should not be permitted to visit and **must be asked to leave**.
- If a resident cannot tolerate a face mask, they should be offered a face shield. If the resident cannot tolerate either, the visit should be suspended.
- Visitors should proceed directly to the visitation location and should limit movement through other areas of the building.

## Screening

- All visitors must screen in prior to the visit.
- Self-screening stations are located in the Shores lobby and the Main Health Center lobby.
- Visitors must take their temperature and fill out a screening questionnaire. If the visitor is exhibiting symptoms of COVID-19, has a temperature greater than 99.5, or has been exposed to COVID-19, they are not permitted to visit.
- Visitors must wear a sticker stating they have been screened. Staff members will check to ensure that visitors are wearing this sticker.

## Visitation Locations

- Outdoor visitation is preferred even when the resident is fully vaccinated. Visits can take place in the courtyard/garden or visitors can choose to take a walk around campus. When conducting outdoor visitation, all appropriate infection control practices should be adhered to (mask wearing, social distancing, and hand hygiene).
- Visitation may take place in a resident's rooms. If the resident has a roommate, the roommate should not be in the room during the visit.
- If a visitor is unable to, or chooses not to visit in the resident's room, the following alternate locations are available:

The Shores Parlor Room      The Bluffs Living Room      Outdoors

## Testing

- Visitors are encouraged to receive a COVID-19 test prior to their visit, especially if they are traveling from out-of-state or are visiting a resident who is unvaccinated.
- Visitors cannot be required to be tested or vaccinated as a condition of visitation.

## Suspension of Visitation Due to an Outbreak

- An outbreak exists when a new nursing home onset of COVID-19 occurs among residents or staff.
- Visitation can still occur when there is an outbreak, but there is evidence that the transmission of COVID-19 is contained to a single area (e.g. neighborhood) of the nursing home.
- When a new case of COVID-19 is identified, the nursing home must immediately begin outbreak testing and suspend all visitation until at least one round of facility-wide testing is complete.
- If the first round of outbreak testing indicates no additional cases in other areas of the nursing home, then visitation can resume for residents in areas/neighborhoods with no COVID-19 cases.

However, the nursing home must suspend visitation in the affected unit until outbreak testing is discontinued (14 days without any new cases).

- If the first round reveals one or more additional COVID-19 cases in other areas/units of the nursing home, the nursing home must suspend visitation for all residents until outbreak testing is discontinued (14 days without any new cases).
- Outdoor visitation is available during outbreak testing. However, residents in quarantine or isolation are not eligible for indoor or outdoor visitation.

## Residents Ineligible for Visitation

- Visitation must be available for all residents, regardless of vaccination status, except in these few limited circumstances:
  - Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated, until they have met the criteria to discontinue Transmission-Based Precautions
  - Residents in quarantine or isolation, until they have met the criteria for release from quarantine or isolation (includes outdoor visitation).
  - Unvaccinated residents if the nursing home's COVID-19 county positivity is greater than 10% **and** less than 70% of residents in the nursing home are fully vaccinated

## Compassionate Care Visits

- Compassionate care visits and end-of-life visits should be allowed at all times, regardless of a resident's vaccination status, the county's COVID-19 positivity rate, or an outbreak.

## If a Visitor to the Nursing Home Tests Positive

- If a visitor to the nursing home tests positive for COVID-19 and the visit occurred from two days before symptom onset or specimen collection to the end of the visitor's isolation period, there is a potential for exposure.
- Exposures will be evaluated using community contact tracing guidelines.
- Exposure is defined as contact within 6 feet **and** duration of 10 minutes or more, regardless of PPE or face covering used by the resident or visitor.
- If the following are true, then *only the resident who received the visit* must be placed on a 14-day quarantine in a single room, on contact and droplet precautions:
  - The visit was supervised by an appropriate staff member
  - The visit was conducted in a common area or outdoor area that does not require the visitor to enter a resident neighborhood
  - The visitor complied with all COVID-19 precautions including hand hygiene and appropriate use of face mask

- The visitor and the resident maintained at least 6 feet of distance from each other for the entire duration of the visit
- The visitor maintained at least 6 feet of distance from all other visitors, residents and staff for the entire duration of the visit
- If all of the above cannot be confirmed, the nursing home must proceed as they would after identification of a COVID-positive staff member including conducting contact tracing to determine the extent of exposure within the nursing home.
- On effected neighborhoods, or entire nursing home depending on the amount of contact, testing will be conducted every 3 to 7 days until testing identifies no new cases of COVID-19 among staff or residents for a period of 14 days.

## Questions

- If there are questions related to visitation protocols, please contact:
  - Jennifer Drofenik, Assistant Administrator      Extension 260
  - Mary Laver, Director of Nursing                      Extension 286
  - Amanda Zachery, Assistant DON                      Extension 339