

# ROBYNWOOD

## **Policy: Visitation per NYSDOH guidance 3/2/21**

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

The facility will accommodate indoor visitation, including visits for reasons beyond compassionate care situations, when the COVID-19 countywide positivity is less than 10% based on NYSDOH guidelines provided.

At any one time, the number of visitors must not exceed the number of persons the facility staff are safely able to accommodate and supervise to comply with health advisory and facility procedures. The baseline table for visits is as follows:

ACF In-House Census	Maximum Number of Visitors
4-20	5
21-50	10
51-100	20
101+	40

There has been no new onset of COVID-19 cases in the facility resident or staff in 14 days and the facility is not currently conducting or having an outbreak testing conducted by the local health department.

The facility will accommodate and support indoor visitation, including reasons beyond compassionate care situations, when the COVID-19 countywide positivity is less than 10%, based on the guidelines issued.

The facility must use the CMS COVID-19 county positivity rate, found on the COVID-19 Nursing Home Data site- <https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg>

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## Procedure:

Confirmation of substantial compliance in the area of infection control unannounced survey and confirmation of regulatory compliance of recent unannounced survey. A copy of both surveys will be accessible on site.

A copy of the adopted and effective facility visitation plan will be accessible to residents, families, the NYSDOH, local health department, LTC Ombudsman, Justice Center for the Protection of people with special needs (as applicable). This plan will include the following:

### 1. Visitor check in:

- a. Documentation will include the following for each visitor and will be maintained on site and available for the NYSDOH's request for purpose of inspection and possible contract tracing:
  - i. First and last name
  - ii. Physical street address
  - iii. Day time and Evening phone number
  - iv. Date and time of visit
  - v. Email address if available
  - vi. Temperature
  - vii. Screening for Signs and Symptoms of Covid-19
  - viii. Resident Name being visited( If the visitor is a vendor, contractor etc. all information will still be documented)
- b. Visitor must wear a face mask or face covering at all times when on the premises of the facility and maintain social distancing.
  - . The facility will have adequate supply of masks on hand for visitors who lack an acceptable face covering.
- c. Residents must wear a face mask or face covering for the duration of the visit.
- d. Alcohol-based hand sanitizer will be available.
- e. Visitor will be provided with a fact sheet outlining the expectations including appropriate hand hygiene and face coverings prior to entering for their visit.
- f. Visitor will be escorted to the designated visitation area/s

## Outside Visitation: (weather permitting)

*Outside visitation is preferred when weather allows but is not limited to only outside visits.*

*Residents who are on a precautionary isolation are ineligible for in person visits. Every effort will be made to accommodate visits using Zoom calls, Facetime, and window visits.*

- 2 visitors will be allowed per 1 resident in the designated area:
  - The designated area is located on the side of the wrap around front porch.



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- 6 foot social distance indicators will be placed in the area and must be maintained during the duration of the visit.
- Face coverings are to be worn by all individuals for the entire duration of the visit.
  - Visitor face coverings are to be worn the entire time spent on the premises.
  - Signage will be posted indicating face coverings.

Visitors 16 years and younger must be accompanied by an adult, 18 years of age and older

Visits are limited to per visit to give all residents the opportunity to have a visit.

Visits will be scheduled with administrator or Med Tech

Visits will be half hour.

Visitation area will be thoroughly cleaned in-between each visit with approved products and documented on a facility cleaning log.

- Completed cleaning logs will be kept on file in the administrator's office.

## Inside Visitation:

*Residents who are on a precautionary isolation are ineligible for in person visits. Every effort will be made to accommodate visits using Zoom calls, Facetime, and window visits.*

- 2 visitors will be allowed per 1 resident in the designated area
    - This area/s is located left side of the front foyer connecting to the small common area.
- 6 foot social distance indicators will be placed in the area and must be maintained during the duration of the visit.
- Face coverings are to be worn by all individuals for the entire duration of the visit.
- Visitor face coverings are to be worn the entire time spent on the premises.
  - Signage will be posted indicating face coverings.

Visitors 16 years and younger must be accompanied by an adult, 18 years of age and older

Visits are limited to 2 per visit to give all residents the opportunity to have a visit.

Visits will be scheduled with the administrator and/ or med tech

Visits will be half hour visits.

Visitation area will be thoroughly cleaned in-between each visit with approved products and documented on a facility cleaning log.

- Completed cleaning logs will be kept on file in the Administrator's office.

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## Compassionate Care Visits

*Compassionate Care Visits are permitted when visitation may not otherwise be permitted in accordance with NYSODH current visitation guidance. Supporting documentation for the need for Compassionate Care Visits will be maintained by the Administrator and kept in the Administrator's office.*

Compassionate Care visits include the following:

- Newly admitted residents with difficulty adjusting to the facility environment and lack of in-person family support.
- Residents recently grieving the loss of a friend or loved one.
- Residents who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.
- Residents who are exhibiting signs and symptoms of emotional distress including but not limited to, seldom speaking or crying more frequently, refusing to participate in an activity or activities, staying in bed longer than usual, or exhibiting behavior considered abnormal for the individual.
- Residents who receive religious or spiritual support from clergy or another layperson.

## Non-essential personnel

- Will follow the same infection control requirements as staff
  - Weekly testing for COVID-19
  - Screening
  - Wear a face mask
  - Perform hand hygiene
  - Maintain social distancing

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## Visitation Visitor Expectations

- Effective 3-29-21 Visitation will be Monday, Wednesday, Friday 10a-4pm and Saturday 9am-1230pm
- To schedule a visit, please call Ashley Palmatier at C- 315-877-8442 O-607-432-6387 ext 283 Monday through Friday 830am-5pm or the portable house phone at 607-432-6387 ext 209
- Walk-in visits will **not** be accepted
- We have 1 designated outside visitation area and 1 inside designated area
- Only 2 visitors in each area will be allowed at a time. Visitors who are 16 years old or younger must be accompanied by a visitor who is 18 years of age or older.
- All visitors must wear a facemask or face covering at all times.
- All visitors are expected to practice safe social distancing and no physical contact during visitation.
- All visitors must practice appropriate hand hygiene. The facility will provide hand sanitizer to all visitors.
- Visitors will be asked to complete and pass a series of required questions and temperature check for each visit.
- Staff will assist resident to and from the designated visitation areas.
- Visits will be 30 minutes in length.
- Visitors are asked to arrive on time for their scheduled visit.
- Residents who are on 14 day quarantine are not eligible for visitation.
- Designated visitation areas will be cleaned by the facility using an EPA approved disinfectant.
- NYSDOH can halt visitation at any time due to community or facility spread of infection or based on the departments identification of failure to comply.

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