

Outdoor Visit Program

Policy Statement: Three Pillars promotes safety, dignity, and overall quality of life for residents by providing an environment for safe outdoor visits to meet the social and emotional needs of residents during the COVID-19 pandemic. We have put preventative measures into place to reduce the chances of infection.

Applies to: RSL VOS HCC CP

Responsibility: Housing Manager, Volunteers

Equipment: Screening forms, thermometers, sanitizing spray and rags, hand sanitizer, tent, tables and chairs, Sign-Up Genius system. Signage for: designated parking areas, visit areas, and guideline reminders.

Procedure:

The facility will:

- Establish a schedule for visitation hours based on staff availability and resident/visitor preferences. The schedule is subject to change based on these factors. The schedule will be communicated to families in advance and available to view and schedule via the Sign-Up Genius link on our website: threepillars.org/COVID-19.htm. The Concierge (262.965.7390) or Housing Manager (262.965.7421) may also assist with visit sign-ups. Names of those who schedule a visit are hidden for privacy.
- Clearly communicate guidelines for the visitation by sharing our policy document before prospective visitors sign up, upon completion of the sign-up, and at the time of the visit. Our outdoor visitation policies and the CDC's "How to Protect Yourself and Others" document are available on our website (threepillars.org/COVID-19.htm) and provided at the time of visit sign-up on Sign-Up Genius. The Concierge (262.965.7390) or Housing Manager (262.965.7421) may also provide this information.
- Offer 30-minute visits with a limit of two visitors. Visitors are asked to arrive approximately 5 minutes early to allow time for screening. All visitors must be at least five years of age. Exceptions will need prior approval of the Housing Manager. Pets are not permitted.
- Monitor the visit sign-up schedule in preparation for each visit.
- Notify all parties to reschedule visits if health guidance changes.
- Supply information about symptoms of COVID-19 to all residents and visitors, and screen each visitor and resident prior to the visit. Residents will be screened by designated staff, and visitors will meet a staff member or volunteer at the designated area for check-in and screening – At Village on the Square, the designated screening location is on the patio.
- Provide a canopy, umbrella, or tent for the outdoor visitation. A partition may be placed for privacy.
- Ensure outdoor visitation spaces are accessible without visitors having to walk through the facility – At Village on the Square, the outdoor visit space is on the patio/deck off the River's Edge Restaurant.
- Provide outdoor visitation spaces that ensure a minimum distancing of at least 6 feet between the visitors and residents is achievable when the maximum number of people are simultaneously occupying the outdoor space. – At Village on the Square, a maximum of two simultaneous visits may occur at one time.

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- Provide alcohol-based hand sanitizer for the residents and staff at the screening table, as well as the visitation table. Hand hygiene will be required to be completed by residents and visitors prior to and following the visit.
- Clean and disinfect the visitation area, including tables, chairs, and other shared surfaces between visits, such that all visitors are provided with sanitized tables and chairs for use during the visit.
- Ensure the use of face masks or cloth face coverings and social distancing of 6 feet between residents and visitors by clearly communicating to visitors, placing signage reminding, and supervising each visit. The facility will provide a face mask if needed.
- Ensure a staff member or volunteer maintains visual observation of each visit while providing as much distance as necessary to allow for privacy of the visit conversation. A camera monitoring system may also be used for visit supervision.
- Provide visitors with a “Post Visitation Self Screen” form at the conclusion of the visit.

Resident criteria:

- Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period due to their admission or re-admission status are not eligible for outside visits.
- Residents are responsible for taking their temperature and self-screening for COVID-19 symptoms before engaging in an outdoor visit. If they have a temperature or symptoms, they will inform the Housing Manager (262.965.7421) and remain in their apartment.
- Residents who have had COVID-19 do not require transmission-based precautions as outlined by the CDC and DHS guidelines to be eligible for outside visits.
- Residents must wear a mask at all times (or other face covering) to prevent spread of respiratory secretions when they are talking, sneezing, or coughing.
- Hand hygiene will be required to be completed by residents and visitors prior to and following the visit.

Visitors will:

- Sign up for a visit time slot via the Sign-Up Genius link on our website: threepillars.org/COVID-19.htm and familiarize themselves with our outdoor visit policy (on our website and within Sign-Up Genius) prior to the visit. Alternatively, the Concierge (262.965.7390) or Housing Manager (262.965.7421) may help schedule an outdoor visit or provide policy information.
- Complete an Informed Consent and Assumption of Risk form, available on our website above and within Sign-Up Genius to print and return at the time of visit, or available from the person who checks you in for your visit.
- Wear a mask at all times (or other face covering) to prevent spread of respiratory secretions when they are talking, sneezing, or coughing. The facility will provide a face mask if needed.
- Use alcohol-based hand sanitizer upon entering and exiting the visitation area.
- Park in designated areas marked with signage. – At Village on the Square, the designated parking area is near the Holz Pavilion off Sunset Drive/Highway 18.
- A staff or volunteer will meet the visitor on the patio for check-in and screening. The visitor will provide contact information and complete screening. – At Village on the Square, the designated check-in and screening location is on the patio, where they will be met upon arrival.

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- Self-monitor for COVID-19 symptoms prior to the visit and be screened by facility staff or volunteer at the time of visit check-in. The visitor must attest to COVID-19 status if known. Any individual with symptoms of COVID-19 will be excluded from visitation.
- Drop off any gifts or packages for the resident at the facility’s designated drop-off area in the main entrance vestibule so that proper protocol may be followed and they may be delivered to the resident. Items are not to be handed to the resident during the visit.
- Remain outdoors in the designated visit location – visitors are not permitted to walk through the facility to get to the outdoor visitation area or to use restroom facilities. Visitors may only be indoors at the facility if the Housing Manager has approved a compassionate care visit.
- Maintain zero physical contact with the resident. Due to the risk of exposure, holding hands, hugging, kissing, or other physical contact is not allowed during family visits. Physical distancing of 6 feet must be maintained for the duration of the visit. If contact is made between resident and visitor, the resident may be required to self-quarantine for 14 days.
- Closely monitor visitors under age 12 years, ensuring they are under the control of the adults who bring them and complying with physical distancing requirements. All visitors must be at least age five (unless exception is approved) and wear a mask at all times. The facility will provide a face mask if needed.
- Comply with the “Visitor Post Visitation Self Screen” form, which will be provided by facility at the conclusion of the visit.

Weather:

- Visits should occur only on days when there are no weather warnings that would put either the visitor or resident at risk. Should weather prevent a visit from occurring, every attempt will be made to reschedule.
- Should the weather be an uncomfortable temperature and the resident prefers to stay indoors, every effort will be made to offer relocation to a window visit format.

Procedure References: Wisconsin Department of Health Services, Centers for Disease Control

Effective Date: September 8, 2020

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