



Compass Point Visitation Program during COVID-19 Pandemic

Policy Statement: Three Pillars promotes safety, dignity, and overall quality of life for residents by providing an environment for safe indoor 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: Director of Catered Living, Lifestyles Manager, Volunteers

Equipment: Kiosk, rapid tests, face shields, surgical masks (screening forms & thermometers as back-up), sanitizing spray and rags, hand sanitizer, Sign-Up Genius system, and guideline reminders.

Procedure for Indoor or Outdoor Visits:

The facility will:

- Establish available hours for visitors who will engage in indoor or outdoor visits.
 - The schedule is based on staff and volunteer support 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. Names of those who schedule a visit are hidden for privacy.
 - If a visit is desired on a date or time not offered on Sign-Up Genius, contact the Lifestyles Manager (262.965.7232) to arrange it.
 - The Concierge (262.965.7180) or Lifestyles Manager (262.965.7232) may also assist with visit sign-ups.
- 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 as requested. Our 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 (262.965.7180) or Lifestyles Manager (262.965.7232) may also provide this information.
- Provide an Accushield visitor sign-in and screening kiosk in the main entrance vestibule for all visitors to sign into prior to any type of visit with a resident.
- Offer rapid COVID-19 tests and test results for all visitors.
- Invite up to two visitors at a time, all age five or older.
- Offer 45-minute visits when signing up for private dining room area. Exceptions require approval of the Director of Catered Living (262.965.7250). No time limit on all other indoor or outdoor visits.
- 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.
- Provide a staff member or volunteer to assist with visitor check-in at the kiosk in the front entrance vestibule area.
- Provide a staff person to escort visitors to designated indoor visit area

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- Provide alcohol-based hand sanitizer for the visitors and staff at the kiosk. Residents and visitors are required to complete hand hygiene prior to and following the visit.
- Clearly communicate and ensure at minimum the use of surgical face masks for visitors and at minimum cloth face coverings for residents, and social distancing of 6 feet between residents and visitors.
- Provide visitor with a “Post Visitation Self Screen” form on the Sign- Up Genius and Three Pillars Website

Resident criteria:

- Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine period due to admission or readmission status are not eligible for visits.
- Residents who have had COVID-19 and are not required to be in isolation, as outlined by the CDC and DHS, are eligible for inside visits.
- Resident will have daily COVID-19 screen done prior to visit, including hand hygiene prior to the visit.
- Complete hand hygiene prior to resident leaving apartment and the visitation areas.
- Wear a mask at all times (or other face covering) to prevent spread of respiratory secretions when they are talking, sneezing, or coughing. If they are not able to keep the mask on a face shield will be encouraged and supplied by the facility.
- CP residents (or their HCPOA) will sign a Negotiated Risk and Waiver of Liability Agreement prior to the indoor visit if they do not have one already on file.

Visitors will:

- Familiarize themselves with our visitation policy (on our website and within Sign-Up Genius) prior to the visit.
Sign up on Sign-Up Genius (link on our website: threepillars.org/COVID-19.htm for all indoor and outdoor visits.
- Complete an Informed Consent and Assumption of Risk form, available on our website above and within Sign-Up Genius. Return it at the time of the first visit – Three Pillars keeps this on file for future visits.
- Self-monitor for COVID-19 symptoms prior to visit.
- Sign in and screen at the facility kiosk located in main entrance vestibule upon arrival for either an indoor or outdoor visit. The visitor must attest to COVID-19 status if known. Any individual with symptoms of COVID-19 or have had unprotected [no mask] exposure in the last 14 days will be excluded from visitation.
- Park in any open spot in the surface parking lot.
- Upon arrival, **first time visitors** call the Concierge (262.965.7180) or the person you are visiting upon arrival and a staff or volunteer will meet you at the front entrance to assist with check-in and screening.
- Check in at the kiosk, complete the screening questions and take temperature, take the printed badge below the kiosk screen, and put it on.
- Wear at minimum a surgical face mask. If you need one, we will provide it.
- Face shields are to be worn based on county positivity rates. A sign at the kiosk will indicate if a face shield is required to be worn. When indicated, face shields will be available for use in the vestibule and should be returned by depositing in the “used” bin in the vestibule upon exiting the building or campus.
- Use alcohol-based hand sanitizer upon entering and exiting the main entrance and the visitation areas.
- For indoor visits:
 - After successful screening, contact staff to be escorted directly to designated area or apartment.

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- Staff phone numbers are posted near the phone on the wall in vestibule.
- Before entering apartment, visitor must sign the contact tracking form located on the door deck outside the resident's apartment.
- After the visit, contact staff to be escorted back to the front entrance to screen out at the kiosk and exit through the main entrance.
- Remain in the designated indoor visiting area and refrain from visiting all other indoor common areas.
- For outdoor visits:
 - After successful screening, the resident you are visiting will meet you at the front entrance or at the designated outdoor visit area.
 - After the visit, stop back at the main entrance to sign out on the kiosk.
- Physical Contact guidelines depend on if the resident has been fully vaccinated, which is defined as \geq two weeks following receipt of the second dose in a 2-dose series, or one dose of a single-dose vaccine.
 - If resident is **not** fully vaccinated, there should be no physical contact with the resident. Due to the risk of exposure, holding hands, hugging, kissing, or other physical contact is not allowed during visits. Physical distancing of 6 feet must be maintained for the duration of the visit.
 - If resident has been fully vaccinated: The resident can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after.
- Visitors should avoid interaction with others besides the resident(s) they're visiting.
- Closely monitor minor visitors, ensuring they are under the control of the adults who bring them, wearing a face mask at all times, and complying with physical distancing requirements.
- Comply with the "Visitor Post Visitation Self Screen" form, which can be found on the Sign-Up Genius and Three Pillars Website

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

Effective Date: March 25, 2021

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