

Indoor 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: Director of Catered Living, Lifestyles Manager, Volunteers

Equipment: Screening forms, thermometers, sanitizing spray and rags, hand sanitizer, Sign-Up Genius system. Signage for: designated parking 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 (262.965.7180) or Lifestyles Manager (262.965.7232) 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 indoor 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.
- 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 by the Director of Catered Living. 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.
- Upon arrival, visitors will remain in their car and call the Concierge at 262.965.7180, providing their phone number – they should remain in their vehicle until notified to enter the vestibule at the main entrance of CP. There, visitors will be screened and escorted to the designated inside visitation area. All visitors will complete hand hygiene and be masked as part of the screening process.
- Staff will ensure vestibule is clear of all other parties prior to having visitors enter for screening.
- Ensure indoor visitation space is available and ensures a minimum distancing of at least 6 feet between the visitor(s) and the resident(s). At Compass Point, the designated indoor visitation area is the Private Dining room on the first floor.

Lifestyle. Value. Trust.



- 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. All blinds will remain open during visits.
- Provide visitors with a “Post Visitation Self Screen” form.

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 inside visits.
- Residents who have had COVID-19 do not require transmission-based precautions as outlined by the CDC and DHS guidelines to be eligible for inside visits.
- Resident will have daily covid screen done prior to visit, including hand hygiene prior to the visit. Staff will ensure hand hygiene gets done prior to resident leaving the visitation area.
- 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. 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.

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 (262.965.7180) or Lifestyles Manager (262.965.7232) may help schedule an indoor 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. Face shields will be available for anyone not able to comply with the mask requirement
- Use alcohol-based hand sanitizer as part of the screening process before going to visitation area and when exiting the visitation area.
- Park in designated areas marked with signage. – At Compass Point, the designated parking areas are near Door # 3 by Dining Room #3 or in front lot facing west towards retention pond area. Signage will direct visitors.
- Call the Concierge (262.965.7180) upon arrival, provide their cell phone number, and remain in vehicle until staff call them to enter the vestibule at the main entrance for screening. A staff will meet them in the vestibule – complete the screen and escort the visitor to the visitation area. Visitor will not stop and visit with anyone in common areas.

Lifestyle. Value. Trust.



- 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 in the designated visit location until the visit is over. Alert staff when visit is over at which time staff will escort visitor back to the front entrance – visitors are not permitted to walk about the facility to or to use the facilities restrooms
- 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 adult[s] 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.

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

Effective Date: October 13, 2020

Lifestyle. Value. Trust.