



Health Care Center 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 Nursing, Social Worker, Volunteers

Equipment: Screening kiosk, nasal swab, analyzer, sanitizing spray and rags, hand sanitizer, tables and chairs, surgical mask, gown, gloves, face shield/goggles, Sign Up Genius system. Signage for: designated visit areas, and guideline reminders.

Procedure:

The facility will:

- Establish a schedule for visitation hours based on staff 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. The Health Care Center (HCC) Concierge (262.965.7217) or Social Worker (262.965.7424) may also assist with visit sign-ups. Names of those who schedule a visit are hidden for privacy. Contact Social Worker or Recreation Services Manager (262.965.7233) to schedule inside or outside visits outside hours listed on Sign Up Genius.
- 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 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 HCC Concierge (262.965.7217) or Social Worker (262.965.7424) may also provide this information.
- Length of visits will be based on the needs of the resident and the location of the visit, if visiting in a common area, with a limit of two visitors at a time. Visitors are asked to arrive approximately 5 minutes ahead of scheduled visit time to allow proper time for screening. All visitors must be at least five years of age. Exceptions need approval by Director of Nursing or Social Worker. 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.
- Offer rapid COVID-19 test to all visitors. Testing is no longer mandatory, but strongly encouraged to all visitors having a visit with their loved one.
- 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.

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- Visitors will meet a staff member or volunteer at the Health Care Center Main Entrance for check-in, screening, and testing (if desired) if outside of the testing times offered at the Wellness Connection
- Visitors who will be tested during the times offered at the Wellness Connection testing clinic will report to the Wellness Connection approximately 20 minutes before your scheduled visit time to be screened and tested.
- Facility will encourage outdoor visits whenever practicable.
 - Visitor and Resident will remain masked during visit outside.
 - Visitor may walk with Resident or push them in their wheelchair on the walking path.
 - Visitors can visit at benches and picnic tables located along the walking paths or other designated visitation areas. Staff will direct you to areas available.
- Ensure indoor visitation spaces are accessible, with limited exposure of visitors having to walk through the facility – At the HCC, the indoor visit space is the resident’s room. Facility will make the fireplace room available for visits for those not interested in room visits, based on visit schedule. For visits in semi-private rooms, resident consents should be obtained and masking and social distancing maintained.
- Provide indoor 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 indoor space.
- Provide alcohol-based hand sanitizer for the residents and visitors at the screening location. Residents and visitors are required to complete hand hygiene 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. For those visits in resident rooms, staff will wipe down high touch surfaces in the room once the visitor(s) have left the building.
- Ensure the use of Personal Protective Equipment (PPE) including, at minimum, a surgical face mask and face shield/goggles when indicated. Gown and gloves will be provided if requested. The facility will provide surgical face mask and face shield/goggles if visitors do not have their own.
- Ensure a staff member or volunteer monitors each visit while providing as much distance as necessary to allow for privacy of the visit conversation.
- 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 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.
- Residents must wear a cloth mask (or other face covering) at all times to prevent spread of respiratory secretions when they are talking, sneezing, or coughing.
- Hand hygiene is required by residents and visitors prior to and following the visit.
- Residents at the HCC (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 via the Sign Up Genius link on our website: [threepillars.org/COVID-19.htm](https://www.threepillars.org/COVID-19.htm) and familiarize themselves with our visitation visit policy (on our website and within Sign Up Genius) prior to

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the visit. Alternatively, the HCC Concierge (262.965.7217) or Social Worker (262.965.7424) may help schedule an inside 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 the parking lot at the front of the Health Care Center
- Report to designated area for visit check-in, screening at kiosk, and to complete testing if desired.
 - If you are not testing or if you wish to be tested outside of the testing times offered at the Wellness Connection, arrive 20 minutes before visit time and come to the Health Care Center main entrance.
 - If visiting and testing during the Wellness Connection testing hours, report to the Wellness Connection 20 minutes before your scheduled visit time to be checked-in, screened and tested.
- 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 or who had a COVID-19 unprotected (no mask) exposure 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.
- Visitors will go directly to the resident room not stopping to converse or visit with others in the hallways.
- Visitors are encouraged to adhere to the core infection control principals of COVID-19 infection-including maintaining at least 6 feet between people. However, if the resident is fully vaccinated, they can choose to have close contact with their visitor while wearing a well-fitting face mask and preforming hand hygiene both before and after.
- Visitors should physically distance from all other residents and staff in the facility.
- Closely monitor minor visitors, 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 appropriate PPE 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.
- Check out at the kiosk prior to leaving the Health Care Center.

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

Effective Date: March 25, 2021

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