

## Riverside Lodge 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:** Nurse Manager, Service Associates, Volunteers

**Equipment:** Screening kiosk, nasal swab, analyzer, sanitizing spray and rags, hand sanitizer, tent, tables and chairs, surgical mask, gown, gloves, face shield/goggles, 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 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](http://threepillars.org/COVID-19.htm). The Health Care Center Concierge (262.965.7217) or Riverside Lodge Nurse Manager (262.965.7300) 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 Visitation policies and the CDC's "How to Protect Yourself and Others" document are available on our website ([threepillars.org/COVID-19.htm](http://threepillars.org/COVID-19.htm)) and provided at the time of visit sign-up on Sign-Up Genius. The Health Care Center Concierge (262.965.7217) or Riverside Lodge Nurse Manager (262.965.7300) 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. Visitors are limited to up to two at a time. Visitors are asked to arrive approximately 5 minutes ahead of scheduled visit time to allow time for screening if not testing, and 20 minutes ahead of the visit if testing. All visitors must be at least five years of age. Exceptions will need prior approval by the Health Services Administrator. 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.
  - Visitors will meet a staff member or volunteer at the designated area for check-in, screening, and testing (if desired).

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- If requesting a COVID-19 test prior to the visit, and the timing works with the Wellness Connection testing clinic hours, Riverside Lodge visitors will arrive to the Wellness Connection for testing and screening.
- If requesting a COVID-19 test and the timing is outside of Wellness Connection testing hours, visitors should come to the RSL Main entrance to be checked-in, screened, and tested.
- If visitors will not be tested, they should report to the RSL Main entrance for check-in and screening.
- 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 or picnic tables located along the walking paths or other designated visitation areas. Staff will guide you to areas available.
- Ensure indoor visitation spaces are accessible, with limited exposure of visitors having to walk through the facility – At Riverside Lodge, the indoor visit space is the resident’s room. Facility will make the vestibule available for visits for those not interested in room visits based on visit schedule.
- 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. 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. 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, as well as face shield or goggle if indicated. Gown and gloves will be provided if requested. The facility will provide the surgical face mask and face shield 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 are not eligible for inside visits.
- Residents who had COVID-19 and do not require isolation as outlined by the CDC and DHS guidelines are eligible for inside 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 is required by residents and visitors prior to and following the visit.
- RSL resident’s HCPOA will sign a Negotiated Risk and Waiver of Liability Agreement prior to the indoor visit.

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Visitors will:

- Sign up for a visit time via the Sign Up Genius link on our website: [threepillars.org/COVID-19.htm](https://threepillars.org/COVID-19.htm) and familiarize themselves with our indoor visit policy (on our website and within Sign-Up Genius) prior to the visit. Alternatively, the HCC Concierge (262.965.7217) or Riverside Lodge Nurse Manager (262.965.7300) 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, at minimum, a surgical mask at all times. The facility will provide a surgical face mask if needed.
- Use alcohol-based hand sanitizer upon entering and exiting the visitation area.
- Park in designated areas. – At Riverside Lodge, the designated parking area is near the generator and trash enclosure, closest to the RSL main entrance.
- Report to designated area for visit check-in, COVID-19 testing if desired, and to complete screening at kiosk. Arrive 20 minutes before scheduled visit if you will test, or 5 minutes before if only screening.
  - If requesting a COVID-19 test prior to the visit, and the timing works with the Wellness Connection testing clinic hours, Riverside Lodge visitors will arrive to the Wellness Connection for testing and screening.
  - If requesting a COVID-19 test and the timing is outside of Wellness Connection testing hours, visitors should come to the RSL Main entrance to be checked-in, screened, and tested.
  - If visitors will not be tested, they should report to the RSL Main entrance for check-in and screening.
- 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 performing 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 Riverside Lodge.

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

**Effective Date: March 25, 2021**

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