



Village on the Square 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: Housing Manager, COO, Volunteer, Concierge

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

Procedure for Indoor or Outdoor Visits:

The facility will:

- Establish available hours for visitors who will engage in indoor and/or outdoor visits under COVID-19 precautions so that staff or volunteers are available to greet and assist them through the process.
 - 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 first-time visit is desired on a date or time not offered on Sign Up Genius, contact the Housing Manager (262.965.7421) to arrange it.
 - The Concierge (262.965.7390) or Housing Manager (262.965.7421) 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 (262.965.7390) or Housing Manager (262.965.7421) 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 up to 3 people at a time to visit in a resident's apartment and/or designated outdoor seating areas including the patio off the dining room (seating is limited), picnic tables and benches, and walking paths throughout the campus. All visitors must be at least five years of age. Exceptions will need prior approval of the Housing Manager.
- 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.
- First time visitors will meet a staff member or volunteer for check-in at the kiosk in the front entrance vestibule 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, or at minimum cloth face coverings for residents, and social distancing of 6 feet between residents and visitors.
- Provide visitors with a “Post Visitation Self Screen” form on Sign Up Genius or our website

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 visits.
- Residents are responsible for taking their temperature and self-screening for COVID-19 symptoms before their visit, as pledged in the attestation form. If they have a temperature or symptoms, they will inform the Housing Manager (262.965.7421), call the resident hotline (262.965.3657), and the visit will be postponed.
- 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 mask (or other face covering) at all times to prevent spread of respiratory secretions when they are talking, sneezing, or coughing.
- Hand hygiene will be completed by the resident prior to and following the visit.
- For outdoor visits, meet your guest at the front entrance or at the designated outdoor visit area.
- Resident will clean and disinfect the visitation area after the visit, including tables, chairs, and other shared surfaces. A spray bottle and paper towels or disinfectant wipes will be kept in the sink area in the Learning Center.

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](https://www.threepillars.org/COVID-19.htm)) for every indoor and/or outdoor visit.
- Complete an Informed Consent and Assumption of Risk form, available on our website above and within Sign Up Genius. Return 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 who had COVID-19 unprotected (no mask) exposure will be excluded from visitation.
- Park in any open spot in the surface parking lot.
- Upon arrival, **first time visitors** call the Concierge (262.965.7390) 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.

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- Use alcohol-based hand sanitizer upon entering and exiting the main entrance and the visitation areas.
- For indoor visits:
 - After successful screening, walk directly from the main entry to the apartment.
 - After the visit, make a direct exit through the main entrance.
 - Refrain from being in any other common area part of the building.
 - Sign out on the main entrance kiosk.
- 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: 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 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 or the 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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