

Serenity Rehabilitation & Health Center Indoor Visitation Policy

Revision Date: 04/27/2021

POLICY:

To ensure residents and their visitors have safe, protected, and monitored indoor visitation during the COVID-19 pandemic crisis, and ensuring an adequate degree of privacy for residents and their visitors. All visits will be based on the COVID-19 status of the facility. **Outdoor visitation is still preferred over indoor when possible.** Visitation indoors will only occur if the following criteria are met:

- There must not be any new facility-onset of COVID-19 cases in residents or staff. If **Serenity Rehab and Health Center** has only one case in resident or staff, then approval by the DC Health COVID-19 Healthcare Facilities Team will be required to start/continue indoor visitation.
- **Serenity Rehab and Health Center** will be participating in weekly staff testing as per DC Health requirements and achieve 90% compliance for at least two consecutive weeks.
- The resident being visited must not be undergoing quarantine (including observation) or isolation for COVID-19 exposure or infection respectively.
- **Serenity Rehab and Health Center** must not be undergoing testing related to a confirmed or suspected outbreak.
- **Serenity Rehab and Wellness Center** will have a 14-day supply of all Personal Protective Equipment (PPE) that would be necessary to respond to an outbreak, without dependence on or public health stockpiles.

PURPOSE:

To provide a visitation program that is safe, minimizing the risk of COVID-19 transmission and as well considering the residents' physical, mental and psychosocial well-being.

Prior to initiating outdoor or indoor visitation

- *All visits* at the Serenity Rehab and Health Center will be scheduled through the *Activities Department and Social Services Department by calling or emailing the, Activities Director or Social Services Director.
- Visitors are not required to be vaccinated, but visitors should be strongly encouraged to be fully vaccinated (≥ 2 weeks following receipt of the second dose in a 2-dose series, or ≥ 2 weeks following receipt of one dose of a single-dose vaccine) prior to their visit.
- Visitors are not required to be tested prior to the visit; but are encouraged to get tested prior to their visit.
- Prior to initiating indoor visitation, residents, family members and resident representatives will be informed of the precautions being taken to keep residents safe. The notification will include:
 1. A description of the symptom screening process.
 2. All terms of indoor and outdoor visitation, including mask and social distancing requirements, how to summon Serenity Rehab staff if needed, and what will cause a visitor to be denied entry.
 3. Steps visitors must take before, upon arrival, and during their visit at Serenity Rehab.

Safe Outdoor Visitation

- The designated outdoor visitation area is *Facility Front Patio and will accommodate up to 6 visitors per resident at the same time.
- The facility recommends scheduling of visitors in advance to avoid excessive congregation in the designated space.
- Visitors will be educated and reminded of appropriate hand hygiene practices for visitors through posted signs.
- Alcohol-based-hand-rub will be available as needed.
- Visitors will be pre-screened and temperature will be checked prior to the visitation.
- The facility has a right to revoke, cancel, or deny a scheduled visitation if infection controls measures is not adhered to.
- The facility will follow the process for visitors to notify the facility if they develop fever or symptoms consistent with COVID-19 within 14 days of visiting the facility.
- Masking/cloth face covering is required for visitors during the visitation.

- Visitors and residents will be educated on maintaining social distancing (at least 6 feet between residents and visitors) during the visitation through posted signs.

When indoor visitation begins:

- The facility will limit indoor visitors to people who can comply with mask and social distancing requirements.
- Children under the age of 18 visiting the facility must always be accompanied by a guardian and must be able to comply with face mask and social distancing requirements.
- The facility will do its best to accommodate each request for visitation if proper infection control protocols are not compromised.
- Visitors during a given visit must only be from a single household.
- Visitors during a given visit will not be allowed to remain on-site and visit multiple residents.
- The facility recommends visitors to schedule an appointment for the visit to ensure the facility can safely accommodate the number of people and have enough staff to ensure safety precautions are monitored and enforced.
- The facility receptionist will greet visitors at the entrance of the facility and item 1-3 listed below must be completed:
 1. Screen all visitors and service providers.
 2. Perform temperature check and symptom screening.
 3. Ensure visitors are fever-free, symptom-free, and have no known exposure to someone with COVID-19 within the past 14 days.
- Individuals visiting the facility must not be under quarantine after non-essential travel to a high-risk state as defined on [coronavirus.dc.gov/phase two](https://coronavirus.dc.gov/phase-two), or for international travel to a Level 3 (high-risk) country as defined in the DC Health Travel Guidance.
- The receptionist will ensure all visitors have a surgical mask or an N-95 that does not have an exhalation valve, and ensure the mask covers the visitor's nose and mouth.
- The receptionist and assigned staff coordinating visit will ensure all visitors clean their hands with alcohol-based hand sanitizer upon entering and exiting the facility.

- At the reception, the facility screening iPad will collect and document visitors' names, phone number, and room number of the person they are visiting and maintain records for 30 days to assist with contact tracing.
- The facility will be able to provide this information to DC Health within 12 hours of it being requested.
- A facility staff must escort the visitor to the designated visitation area.
- Visitors will not be allowed into any other part of the facility.
- The facility will deny entry to visitors or service providers who do not pass screening or who refuse to comply with any of the requirements.

During Indoor Visitation

- All visitors will enter through the main entrance and will follow the core principles of infection prevention. Individuals will be denied entry for those displaying signs and symptoms of COVID-19, answering affirmative to screening questions or unable to adhere to the core principles.
- Visitors must wear a surgical masks or N-95 mask will no valve during the entire visit and maintain 6 feet from the resident.
- Residents are highly encouraged to wear a cloth face coverings or surgical face masks during the visit, including the transition to and from the indoor visitation location.
- Visitors and residents are encouraged to have indoor visitation in a designated visitation location. Visitors must only visit the resident they intend to visit at the designated visitation location.
- The designated indoor visitation area is **Unit 1 Day Room located on the first floor of the facility and can accommodate 5 visitors per resident at the same time.**
- If visitation occurs in a resident's room:
- Resident rooms will only be used for visitation as accommodation for residents who cannot access the designated area being used for indoor visitation.
 - Visits for residents who share a room should not be conducted in the resident's room with the other resident physically present, if possible.
 - Visits for residents with a roommate who also has a health condition which prevents them from leaving the room, may be allowed, but the facility highly encourages that visitation should be conducted in the designated indoor visitation area instead.

- The resident must have given expressed permission
- Visitors are instructed to not sit or lay on the resident's bed.
- Visitors are instructed not to use resident facilities, including restrooms. They will be directed to restrooms that are not used by residents.
- Cleaning and disinfection of the room will occur after the visit is completed.
- The facility will collect and document visitor's full names, phone number, full home address, email and room number of the person they are visiting and maintain records for at least 30 days to assist with any contact tracing.

After indoor visitation:

- The facility will require visitors to clean their hands with alcohol-based hand sanitizer upon exiting the facility.
- The space designated for visitation will be cleaned and disinfected by the activity staff coordinating the visit between visitors.
- The facility will clean and disinfect high touch surfaces (e.g., light switches, elevator buttons, door handles) in the facility at least twice a shift.
- The facility will not allow other residents in the area where visit is taking place until visitations are completed and the area is cleaned and disinfected.

Physical contact between residents and visitors can occur;

- If resident is fully vaccinated (2 weeks following receipt of the second dose in a 2 dose series, or 2 weeks following receipt of a one dose single dose vaccine).
- The resident is wearing a well fitted mask.
- The resident properly performs hand hygiene immediately before and immediately after touching the visitor. The visitor must also perform hand hygiene immediately before and after touching the resident.
- Visitors must maintain 6 feet of physically distance from other residents and staff in the facility while visiting.

Visitation during outbreaks:

- When the facility has a new case of COVID-19 among residents or staff, the facility will begin outbreak testing, implement DC Health recommendations, and suspend all visitations (except that required for compassionate care and

under federal disability rights law), until at least one round of facility-wide testing is completed.

- Visitation can resume if the first round of outbreak testing reveals no additional COVID-19 cases in the facility.
- Visitors are not required to be vaccinated but encouraged to be vaccinated. Visitors who cannot or don't comply with use of surgical mask or non valve N-95 mask, social distancing, hand hygiene and other facility requirements will not be allowed to participate in outdoor or indoor visitation.

Notification of a COVID-19 exposure

- The facility will provide all visitors with contact information and additional instructions for notifying the facility should they test positive for COVID-19 within 14 days of their visit.
- The facility designee will notify visitors of outbreaks on the unit where the resident resides, should such an event occur within 14 days of a visit, and recommend the visitor(s) seek testing.

References:

[cms.gov/files/document/quo-20-39-nh-revised.pdf](https://www.cms.gov/files/document/quo-20-39-nh-revised.pdf)

Screening tools Guidance: [coronavirus.dc.gov/healthguidance](https://www.coronavirus.dc.gov/healthguidance)

Quarantine after non essential travel to high risk area: [coronavirus.dc.gov/phasetwo](https://www.coronavirus.dc.gov/phasetwo)

Coronavirus 2019 (covid-19): Indoor Visitation Requirement for Skilled Nursing Facilities & Assisted Living Residences

https://www.coronavirus.dc.gov/sites/default/files/dc/sites/coronavirus/page_content/attachments/LTC_Indoor_and_Outdoor_Visitation_Updated_2021.04.26.pdf