



Serenity Rehabilitation & Health Center

Indoor/Outdoor Visitation Policy

Revision Date: 09/27/2021

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 discontinuing weekly testing for fully vaccinated residents and staff unless there is a specific reason to do so (such as an ongoing outbreak within the facility). However, weekly surveillance testing is mandatory for all staff that are not vaccinated or not fully vaccinated.
- 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. Visitation may be approved to continue if transmission of COVID-19 is controlled. Serenity Rehab will follow the “Visitation during Outbreak” guideline revised by the DC Health visitation requirements.
- **Serenity Rehab and Health 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.

Procedures:

Prior to initiating outdoor or indoor visitation.

- **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.
- *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.

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.
- Serenity Rehab 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:

- Serenity Rehab 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 Serenity Rehab will permit visitors who resides in a single household or different households,
- Visitors during a given visit will not be allowed to remain on-site and visit multiple residents.
- The duration of the visits at Serenity Rehab will not have a fixed time limit but will vary based on the amount of visitors scheduled for the day and our ability to manage traffic and minimize face-to-face passing. Duration of the visits is also determined by how well Serenity Rehab can safely accommodate the number of visitors as well as providing adequate amount of staff to ensure safety precautions are monitored and enforced.
- Serenity Rehab 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.
- Serenity Rehab may consider small gatherings of up to 10 people for special events or occasions.
- Serenity Rehab 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 Serenity Rehab 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. Cloth masks will not be permitted. See section on "Consideration for visits to fully vaccinated residents" for exceptions to this guidance.
 - The receptionist and assigned Activity 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.
 - Serenity Rehab will be able to provide this information to DC Health within 12 hours of it being requested.
 - A Serenity Rehab staff must escort the visitor to the designated visitation area.
 - Visitors will not be allowed into any other part of the facility
 - Serenity Rehab 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 to Serenity Rehab will enter through the main entrance and will follow the core principles of infection prevention as outlined in this policy.. 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. See section on "Consideration for visits to fully vaccinated residents" for exceptions to this guidance.

- Residents must wear a cloth face coverings or surgical face masks during the visit, including the transition to and from the indoor visitation location. See section on “Consideration for visits to fully vaccinated residents” for exceptions to this guidance.
- Indoor visitation is limited to 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.**
 - Indoor visitation is limited to areas that allow for appropriate social distancing and must not exceed the maximum capacity limitation of the space.
 - The visitation area will only be used by one group of visitors and the resident at a given time.
 - The visitation area will be reserved for the residents and their designated visitors.
 - The visitation area is ventilated and has specified entries, exits, and pathways that minimize exposure to other residents.

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 due to a variety of health concerns. If visitation occurs in resident’s room; visitors must not sit or lay on the resident’s bed. Visitors must treat each roommate as having a separate zone and privacy curtains must be drawn to limit direct contact. However, residents that have a private room may have scheduled visitation in their rooms but must still adhere to all infection control guidelines as specified in this document.
- Visitors are not allowed 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.
- Serenity Rehab 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:

- Serenity Rehab 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.
- Serenity Rehab will clean and disinfect high touch surfaces (e.g., light switches, elevator buttons, door handles) in the facility at least twice a shift.
- Serenity Rehab will not allow other residents in the area where visit is taking place until visitations are completed and the area is cleaned and disinfected.

Considerations for visits to fully vaccinated residents (who are not immunocompromised):

- Physical contact between residents and visitors can occur if resident is fully vaccinated (2 weeks following receipt of the second dose in a 2 series, or 2 weeks following receipt of a one dose single dose vaccine).
- Newly admitted or re-admitted residents who have been fully vaccinated will not require any quarantine and will be allowed indoor/outdoor visitation.
- Visitors who want to remove their masks or have close contact during start of visitation must have the ability to verify their vaccination status to the facility by either presenting their vaccination card or provide a doctor note/medical record of their vaccination.
- 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 physical distance from other residents and staff in the facility while visiting.
- Participation in small gatherings, dining and meals with other residents and families can occur; if there are less than 10 individuals all of whom are verified to be fully vaccinated. If all participants are verified to be fully vaccinated, then face mask and physical distancing is not required.

- If any participant in a gathering is unvaccinated or vaccination status cannot be verified, then all participants must wear a face mask and maintain physical distancing.

Considerations for visits to unvaccinated, partially vaccinated, and immunocompromised residents:

- While alone in the resident's room or the facility's designated visitation room, the resident can have close contact with their unvaccinated visitor while both continue to wear a well fitting face mask. The safest approach continues to be physical distance and wear face mask.
- While outside, residents and their visitor can choose to have close contact while both continue to wear a well fitted face mask.
- Participation in small gathering events with less than 10 individuals can occur if all individuals wear a face mask and all maintain a physical distance of 6 feet.
- Meals and dining can occur if face mask is worn when not eating and physical distancing occurs.

Visitation during outbreaks:

- Restriction of visitation during an outbreak will no longer apply to the entire facility. Instead, visitation restrictions will only apply to those on isolation and quarantine unless DC Health advises otherwise. Therefore, scheduled visitation during an outbreak will be permitted to residents who are not on isolation or quarantine. We will continue to work collaboratively with our partners at DC Health during future outbreaks to determine how best to accommodate residents visitations.
- During an outbreak, regular activities such as communal dining, non-medical personnel care services, group activities and outings with standard COVID-19 precautions will be permitted for residents who are not on isolation or quarantine.
- 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. Physical

contact may be allowed for vaccinated visitors so refer to our staff coordinating the visit.

Notification of a COVID-19 exposure

- Serenity Rehab 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.
- Serenity Rehab 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:

<https://www.cms.gov/newsroom/fact-sheets/cms-updates-nursing-home-guidance-revised-visitation-recommendations>