



PLATTSBURGH

REHABILITATION & NURSING CENTER

Visitors Expectations Fact Sheet

- Visitors must present a verified negative test result within the last week (7 days) and visitation must be refused if the individual(s) fail to present such negative test results, exhibit any COVID-19 symptoms or do not pass screening questions. A copy of each visitors test results will be maintained for reference and validation.

Special Considerations:

- End of life and compassionate care visits are not subject to a verified negative test result but are subject to all other COVID-19 screening requirements
- Visitors are screened for signs and symptoms of COVID-19 prior to resident access and visitation will be refused if the individual(s) exhibits any COVID-19 symptoms or do not pass the screening questions.
- Screening shall consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19 which shall include questions regarding international travel or travel to other states designated under the Commissioner's travel advisory.
- Documentation must include the following for each visitor to the nursing home: first and last name of the visitor; physical (street) address of the visitor; daytime and evening telephone number; date and time of visit; and email address, if available.
- Limited visitation, including, but not limited to, family members, loved ones, representatives from the long-term care ombudsman program (LTCOP).
- No more than 10 percent (10%) of the residents shall have visitors at any one time and only two visitors will be allowed per resident at any one time. Residents currently under isolation/quarantine may not have visitation.
- At this time, visitation is strictly prohibited in resident rooms or care areas with the exception of parents and immediate family members visiting a bed bound resident or end of life.
- Visitation should be limited to outdoor areas, weather permitting. Under certain limited circumstances, visitation can be inside, in a well-ventilated space with no more than 10 individuals who are appropriately socially distanced and wearing a facemask or face covering while in the presence of others.
- Visitors under the age of 18 are allowed but must be accompanied by an adult 18 years of age or older.
- Visitors must wear a face mask or face covering which covers both the nose and mouth at all times when on the premises of the NH/ACF's.
- Visitors must maintain social distancing.
- Facilities will provide alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol, to residents, visitors and representatives of the long-term care ombudsman prior to visiting the residents. Rub hands together using friction.
- Visitation hours are by appointment only. Mon-Sat 10am-12pm and 2pm-4pm . A copy of the NH's/ACF's formal visitation plan is posted on the website and broadcasted via email.
- The staff is required to monitor the visitation process. If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.

Attachment 7

PLATTSBURGH REHABILITATION AND NURSING CENTER

ADMINISTRATIVE MANUAL OF POLICIES AND PROCEDURES

DEPARTMENT: INTERDISCIPLINARY

PREPARED BY: LISA MCDONALD, DON
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EFFECTIVE DATE: 7/17/20

NEW: X REVISED : X
POLICY: PROCEDURE: X

SUBJECT: STRUCTURED VISITATION

POLICY: PRNC provides residents with as many opportunities to safely interact with friends and family as possible. As we all work to provide the best care we can to our residents and prevent the spread of COVID-19, PRNC has developed some specific guidelines on structured visitation in order to receive the highest-quality, compassionate care for optimum health, function, and quality of life.

PROCEDURE: Given ongoing efforts to prevent the spread of COVID-19 and our goal to allow residents as much time as safely possible with their friends and family, the following should be followed:

1. Visits must be scheduled in advance with the Director of Activities

- The Activities department head will be the primary contact for Structured Visits and will maintain their schedule. These visits are to be scheduled one at a time so respectful supervision can take place in the designated area. To allow for appropriate social distancing we are asking that families only attend if they share the same household. Visits are to be scheduled only during times when supervision is available at the discretion of the Director of Activities. During scheduling, the rules for Structured Visits will be explained to all parties and failure to agree to the terms will result in a postponement of the visit until conditions allow for less restrictive visitation. The maximum number of visitors permitted will be determined by the Activities Director based on facility capacity to safely accommodate visitors in the area where the Structured Visit will take place. The Director of Activities or designee will bring the resident to the designated visiting area at the appropriate time.
- Visits will be limited to 15-20 minutes.

2. Boundaries must be established

After screening, visitor(s) will be directed to the sitting area by the receptionist, who will then contact the designee that the resident should be assisted to the visiting area. Residents are to remain at least six feet away from their visitors. Boundaries set to maintain this distance will be clearly marked. In order for the visit to take place, all parties must agree to remain in the designated area so that the six feet minimum distance can be ensured through respectful supervision.

3. Supervision

It is the assigned supervisor's responsibility to ensure safe distance and appropriate masking is in place throughout the visit. With that said, the supervisor should do so in the least intrusive way possible so as to ensure maximum privacy in a safe fashion. Supervision should be explained beforehand – to all parties – by the Activities Director so that all understand the

goal of the supervision is to help avoid possible accidental COVID-19 transmission.

4. An **interdisciplinary team** must be created by the facility to review visitation program compliance with this Health Advisory (**Attachment 9**).
5. If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.
6. If the facility falls out of compliance with requirements listed in this advisory, the NH should immediately halt visitation and inform the Department. In addition, the Department can halt visitation at the nursing home at any time due to community or facility spread of infection, or when the Department identifies that the NH has failed to comply with requirements of this advisory.

7. **Window Visits**

1. Window visits will take place in the Short term dining room or resident room windows.
2. Windows must remain closed for the duration of the visit.
3. Visits will be limited to 15-20 minutes.
4. To allow for proper cleaning techniques in between window visits, we are limited on how many visits we can allow per day. Please be patient with us – we understand your excitement to see your loved one, but we must be extremely careful and cautious during the pandemic.
5. Please always remain outside and do not attempt to enter the building at any time during scheduled window visits. Your loved one will be just inside the window and we understand the desire to hug and kiss them, but it simply is not safe at this time.
6. Please do not leave your home and come visit if you are experiencing ANY symptoms of illness.
7. Please do not bring any items to give to your loved one. We are still being cautious of outside items and deliveries due to reports that COVID-19 may last on certain surfaces for long periods of time.