

# Visitation

Effective: 02/01/2024  
Reviewed: 01/02/2025  
Revised:

Administrative  
Visitation  
Version: 1

## Policy Statement:

The center will allow visitation during transmission-based outbreaks except when directed by the Department of Public Health to otherwise not. The Administrator and Director of Nurses are responsible for staff adherence to visitation policies and procedures.

## Scope:

This policy applies to all employees, visitors and residents of the center.

## Procedure:

### I. Visitation

The center does not restrict compassionate care visitation. Through a person-centered approach, healthcare centers should work with residents, families, caregivers, resident representatives, and the Ombudsman program to identify the need for compassionate care visits. Compassionate care visits are always allowed. There are few scenarios when visitation should be limited only to compassionate care visits. In the event a scenario arises that would limit visitation for a resident (e.g., a resident is severely ill and visitation is on hold by public health), compassionate care visits would still be always allowed.

A resident or patient has the option to designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The provider must allow in-person visitation by the essential caregiver for at least two hours daily in addition to any other visitation.

In-person visitation is allowed in all the following circumstances, unless the resident objects:

- End of life situations.
- A resident who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in-person family support.
- A resident is making one or more major medical decisions.
- A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
- A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A resident who used to talk and interact with others is seldom speaking.

### II. Visitation

1. Visitors who have a positive viral test for COVID-19, symptoms of COVID-19, or currently meet the criteria for quarantine should not enter the center until they meet the criteria used for residents to discontinue transmission-based precautions (quarantine). The center will screen all who enter for these visitation exclusions.

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2. **Entrance screening** – All visitors are encouraged to wear masks while visiting.
3. **Hand hygiene** – All visitors should perform hand hygiene before entering the visitation area. Hand hygiene may occur via the use of alcohol-based hand sanitizer for 20 seconds.
4. **PPE** – Face coverings and physical distancing during visits should occur with positive or suspected residents, during outbreaks and/or if the center is in a county or adjoining county where COVID hospital admissions fall into the orange category ( $\geq 20.0$ ).
5. **Social distancing** – The resident and visitor can choose to have close contact (including touch) while performing hand hygiene before and after the visit. The resident and visitor should be advised of the risks of physical contact prior to the visit. Visitors should physically distance from other residents and staff in the facility.
6. **Visitation with residents on Transmission-based Requirements:** While not recommended, residents who are on transmission-based precautions (TBP) or quarantine can still receive visitors. In these cases, visits should occur in the resident's room and the resident should wear a well-fitting facemask (if tolerated). Before visiting residents, who are on TBP or quarantine, visitors should be made aware of the potential risk of visiting and precautions necessary to visit the resident. Visitors should adhere to the core principles of infection prevention. Facilities may offer well-fitting facemasks or other appropriate PPE, if available; however, facilities are not required to provide PPE for visitors.
7. **When a new case of COVID-19 is identified:**

While it is safer for visitors not to enter the facility during an outbreak investigation, visitors must still be allowed in the facility. Visitors should be made aware of the potential risk of visiting during an outbreak investigation and adhere to the core principles of infection prevention. If residents or their representative would like to have a visit during an outbreak investigation, they should wear face coverings or masks during visits, regardless of vaccination status, and visits should ideally occur in the resident's room.

### III. Surveyors and Ombudsman Representatives

Surveyors and ombudsman representatives will be allowed to enter the facility with the following guidelines:

- If an ombudsman is planning to visit a resident who is in Transmission-Based Precautions, the resident and ombudsman should be made aware of the potential risk of visiting, and the visit should take place in the resident's room.
- All surveyors and ombudsmen are required to wear appropriate additional PPE as required based on the resident being visited.
- All surveyors and ombudsmen will practice hand hygiene and safe infection control and prevention practices for the duration of the visit.
- If the resident or the Ombudsman program requests alternative communication in lieu

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of an in-person visit, facilities must, at a minimum, facilitate alternative resident

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communication with the Ombudsman program, such as by phone or using other technology.

## IV. Post-Acute, Admission and Care Plan Meetings

1. **Entrance screening** – All visitors are encouraged to wear masks while visiting.
2. **Designated visitation time** – will be made by appointment only and determined by the center.
3. **Number of visitors per resident** – Although there is no limit on the number of visitors that a resident can have at one time, visits should be conducted in a manner that adheres to the core principles of COVID-19 infection prevention and does not increase risk to other residents.
4. **Hand hygiene** – All visiting meeting attendees will be required to perform hand hygiene before entering the meeting area. Hand hygiene may occur via the use of alcohol-based hand sanitizer for 20 seconds.
5. **Designated visitation area(s)** – Meetings may occur in the resident's room. Meetings for residents who share a room should not be conducted in the resident's room, if possible. For situations where there is a roommate and the health status of the resident prevents leaving the room, facilities should attempt to enable in-room meetings while adhering to the core principles of COVID-19 infection prevention. Meetings may occur in a common area or an office with sufficient room to social distance. Tele-conferencing with the IDT members may be utilized in limited spacing situations.
6. **Social distancing** – We also acknowledge there is no substitute for physical contact, such as the warm embrace between a resident and their loved one. Therefore, if the resident and visiting meeting attendees can choose to have close contact (including touch) with their visitor. Regardless, visiting meeting attendees should physically distance from other residents and staff in the facility.

## V. Pets

1. **Visitation area** -- Pets are allowed with indoor and outdoor visitation.
2. Pets should be current on vaccinations.
3. Pets exhibiting signs and symptoms of illness should not be brought to the center for visitation.

## VI. Outdoor Jobs Fairs

1. **Designated job fair time**– Scheduled per center.
2. **Entrance screening** – All potential applicants are encouraged to wear masks during the tour.
3. **Hand hygiene** – All applicants will be required to perform hand hygiene before entering the interview area. Hand hygiene may occur via handwashing with soap and water for

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20 seconds or via the use of alcohol-based hand sanitizer for 20 seconds.

4. **Designated interview area(s)** – Applications and interviews will be conducted in the designated job fair area.
5. **Social distancing** – Physical contact is discouraged during the job fair. This continues to be the safest way to prevent the spread of COVID-19, particularly if either party is not fully vaccinated. Applicants should physically distance from other applicants and staff at the facility.

## VII. Facility Tours

1. **Entrance screening** – All tour attendees are encouraged to wear masks during the tour.
2. **Hand hygiene** – All tour attendees will be required to perform hand hygiene before entering the center. Hand hygiene may occur via the use of alcohol-based hand sanitizer for 20 seconds.
3. **Designated touring area(s)** – Tour areas will include Admission office, tour marketing resident room, dining room and commons areas only.
4. **Social distancing** – Physical contact is discouraged during the tour. This continues to be the safest way to prevent the spread of COVID-19, particularly if either party is not fully vaccinated. Tour attendees should physically distance from other residents and staff in the facility.