

Visitation Policy and Procedures

Policy Statement

- The Mayflower has established processes and procedures to safely allow visitation in SNF and ALF based on most recent guidelines from regulatory/advisory bodies including AHCA, CMS, and/or from the State of Florida- DEM.
- This facility allows in-person visitation from anyone at any time regardless of vaccination status, unless the resident objects to the visit, and provided the visitor complies with the infection control measures imposed by the facility.
- The Mayflower reserves the right to change policies and procedures at any time depending on updated guidance from these regulatory/implementing bodies.

Core Principles

- The Mayflower will follow the core principles consistent with the Centers for Disease Control and Prevention (CDC) guidance for nursing homes. Mayflower's visitation process will be person-centered, and will consider the residents' physical, mental, and psychosocial well-being, and will support their quality of life. Infection Control Process will be strictly implemented. Visitors who are unable to adhere to the core principles of infection prevention will not be permitted to visit or will be asked to leave. By adhering to these core principles, visitation can occur safely and risk of infection entry to facility will be reduced.

Core Principles

- The Mayflower will provide guidance (e.g., posted signs at entrances) about recommended actions for visitors who have a positive test for a contagious infectious disease, symptoms of in contagious infectious disease, or have had close contact with someone who has been diagnosed with a contagious infectious disease,
- Visitors with a confirmed infection or compatible symptoms should defer non-urgent in-person visitation until they meet CDC criteria for healthcare settings to end isolation. Hand hygiene (use of alcohol-based hand rub is preferred)
- Face covering or mask (covering mouth and nose) in accordance with CDC guidance
- Post visual alerts (e.g., signs, posters) at the entrance and in strategic places. These alerts should include instructions about current IPC recommendations (e.g., when to use source control).
- Cleaning and disinfecting of frequently touched surfaces in the facility often, and designated visitation areas after each visit
- Appropriate staff use of Personal Protective Equipment (PPE)
- Resident and staff testing conducted following nationally accepted standards, such as CDC recommendation

General Guidelines

- The Mayflower allows in-person visitation from anyone at any time, unless the resident objects the visit, and provided the visitor complies with the infection control measures imposed by the facility.
- The Mayflower is open for visitation anytime. We, however, strongly encourage visitation from 9 a.m. to 9 p.m. daily, unless during end of life or crisis situations which can take place anytime.
- The Mayflower does not limit number of visitors and length of visit that a resident can have at a time.
- The Mayflower allows in-person visitation in all of the following circumstances, unless the resident, client, or patient objects:
 - End-of-life situations.
 - A resident, client, or patient 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.
 - The resident, client, or patient is making one or more major medical decisions.
 - A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
 - A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
 - A resident, client, or patient who used to talk and interact with others is seldom speaking.
- While there is no limit on the number of visitors and on the visit length that a resident can have at one time, visits should be conducted in a manner that adheres to the core principles of infection prevention and does not increase risk to other residents.
- Advanced visitation scheduling is not required.
- All visitors will be screened prior to entry. Screening will be in the main lobby. Visitors who have a positive test for a contagious infectious disease, symptoms of a contagious infectious disease, or currently meet the criteria for any recommended CDC quarantine period will be denied entry until they meet the criteria used for residents to discontinue transmission-based precautions.
- All visitors must limit movement in the facility. (example, visitors should not walk around different halls of the facility; visitors must go directly to the resident's room or designated visitation area).

**Visitor
Testing /
Vaccination/
Face Covering**

- Visitors may be required to sign a form to acknowledge agreement to visitation policies and procedures including basic education on PPE and infection control measures in the facility.
- All visitors must sign in and out in the facility's visitor log.
- All visitors must immediately inform the facility if they develop a fever or symptoms consistent with any contagious infectious disease, or test positive for a contagious infectious disease within 48 hours of facility visit.
- The facility Infection Preventionist or designee is responsible in ensuring that staff adhere to the policies and procedures.
- Visitors are not required to be tested or vaccinated as a condition of visitation.
- The Mayflower does not require visitors to submit proof of any vaccination or immunization.
- The Mayflower strongly encourages all visitors to become vaccinated when applicable.
- The Mayflower will follow current recommendations from CDC, state and local health departments, and individual facility or visited resident's circumstances regarding face coverings and masks.
- The Mayflower will implement required PPE for resident on Transmission based precautions.
- Consensual physical contact is allowed.
- Physical distancing during large gatherings is strongly encouraged
- Residents (or their representative) and their visitors will be advised of the risks of physical contact prior to the visit.
- The Mayflower will offer well-fitting facemasks or other appropriate PPE.
- The Mayflower offers both indoor and outdoor visitation.
- The Mayflower will accommodate outdoor visitation upon availability of designated outdoor visitation area.
- Indoor visitation is allowed at all times and for all residents as permitted under the current regulations. The facility does not require advance scheduling of visits.

**Indoor/
Outdoor
Visitation**

**Visitation
during
Outbreak**

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

**Federal
Disability
Rights Laws
and Protection
and Advocacy
(P&A)
Programs**

- Representatives of P&A programs are permitted access to all residents, which includes "the opportunity to meet and communicate privately with such individuals regularly, both formally and informally, by telephone, mail and in person."
- If communicating with individuals who are deaf or hard of hearing, the facility may use a clear mask or mask with a clear panel- pending availability.
- Face coverings will not be placed on anyone who has trouble breathing or is unable to wear a mask due to a disability, or anyone who is unconscious, incapacitated, or otherwise unable to remove the mask without assistance
- If a resident requires assistance to ensure effective communication (e.g., a qualified interpreter or someone to facilitate communication) and the assistance is not available by onsite staff or effective communication cannot be provided without such entry (e.g., video remote interpreting), the facility must allow the individual entry into the nursing home to interpret or facilitate, with some exceptions. This would not preclude this facility from imposing legitimate safety measures that are necessary for safe operations, such as requiring such individuals to adhere to the core principles of infection prevention.

**Entry of
Healthcare
Workers and**

- All healthcare workers will be permitted to come into the facility as long as they are not subject to a work exclusion or showing signs or symptoms of any contagious disease. In addition to health care workers, personnel educating and assisting in resident transitions to the community should be permitted entry consistent with this guidance.

**Other
Providers of
Services**

- EMS personnel do not need to be screened, so they can attend to an emergency without delay.
- All staff, including individuals providing services under arrangement as well as volunteers, should adhere to the core principles of infection prevention and must comply with any testing requirements.

References

1. CMS QSO-20-39-NH: Nursing Home Visitation - Rev 05/8/2023
2. Chapter 2022-34 Committee Substitute for Senate Bill no 988

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