

VIRTUA

MANUAL TITLE LONG TERM CARE LEADERSHIP		POLICY NAME VISITOR GUIDELINES DURING LIMITED VISITATION		
MANUAL OWNER ADMINISTRATION POLICY OWNER: SAME	DATE OF ISSUE 06/19/2020	DATE OF LAST REVIEW 10/05/2020	DATE OF REVISION 6/19/2020; 10/5/2020	EFFECTIVE DATE 10/05/2020
REVIEW INTERVAL 36 Months	REVIEWED / APPROVED BY: (Committees) Medical Leadership			
This Policy is applicable to: Virtua Health and Rehabilitation at Mt. Holly Virtua Health and Rehabilitation Center at Berlin				

PURPOSE: These visitation guidelines will provide direction to staff, patients, and visitors during times of limited visitation due to situations such as emergency declarations or pandemics.

RESOURCES: Local and state regulations; Infectious Disease Leadership; Center for Disease Control; Virtua Health Internal Command Center Leadership

DEFINITIONS: Visitors are defined as support persons such as family members, companions and guardians. All are considered visitors for the purposes of this policy.

POLICY:

Various situations may present causing the limitation of visitors due to health or safety concerns. In the case of a pandemic emergency, visitors are limited or restricted from accessing the facility. Visitation will be restricted according to the Covid-19 positivity rate, the facilities covid-19 status, a resident’s covid-19 status, visitor symptoms, or lack of adherence to proper infection control practices.

Virtua embraces the importance of support persons to aid in the recovery of our patients/residents. However, during health or safety emergencies, limitations may be implemented to provide the best environment for patients, residents, visitors, and staff. Screening and other restrictions for potential visitors will be instituted.

General Guidelines for all Visitors during Limited Visitation:

During the period of limited visitation, for the health and safety of our patients/residents and their families, as well as our staff and the communities we serve, general visitation will be based on the facility’s structure and patient’s/resident’s needs, dedicated visitation spaces outdoors and for circumstances beyond compassionate care situations.

Visitors who are unable to adhere to the core principles of Covid-19 Infection Prevention will not be permitted to visit or should be asked to leave.

All visitors must comply with all reasonable requirements imposed by the facility to minimize the potential spread of infection.

Visitors must abide by the directions of the nursing and medical staff regarding limitations to time and length of visit and may encounter further restrictions due to the number of requests for visitation.

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Visitation Guidance:

- All visitors must be preregistered and preapproved by the Nursing Home Administrator or Designee. The Administrator or designee will give the list of all approved visitors to the Recreation Therapy team on a daily basis prior to arrival. Any visitor not on the list will be asked to wait until the person they are visiting is contacted and approves entry. Visitors are asked to call in advance to allow for the completion of the approval process.
- Indoor visitation to the long term care facility is limited to one visitor at a time and outdoor visitation is limited to two visitors at a time. Visits will occur from twenty to thirty minutes.
- The cafeteria is not available to visitors, however they may sit in designated areas in the cafeteria lounge areas if available.
- Visitors are not permitted to utilize rest rooms, lobby or other community space.
- Children under the age of 18 are not permitted to visit

There are certain core principles and best practice implemented to reduce the risk of Covid-19 transmission:

- Screening of all who enter the facility for signs and symptoms of Covid-19 i.e., temperature checks, completion of visitor/vendor screening questionnaire, completion of informed consent and denial of any entry for those with signs and symptoms
- Hand Hygiene
- Face Mask covering nose and mouth
- Social distancing at least six feet between persons
- Distribution of proper visitor education on Covid-19 symptoms, infection control precautions, specified entries and exits, hand hygiene, and contact information should a visitor become symptomatic or positive within fourteen days of the visit.
- Clean and disinfecting of high frequency touched surfaces and designated visitation areas after each visit.
- Appropriate staff use of Personal Protective Equipment.
- Effective Cohorting of residents
- Resident and staff testing as required by 42CFR483.80

Patients on Transmission Based Precautions: No general visitors are permitted to visit patients who are on transmission based precautions for COVID-19. Virtual visits will be offered. ***Exceptions may be granted in cases of patient end of life and patients with developmental or cognitive disabilities.**

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- Those visitors with exception must adhere strictly to all directions from staff regarding patients in isolation. Visitors must report to the nurse prior to entering a patient room for instructions on proper donning of personal protective equipment (PPE) and for proper doffing and disposal of these items.
- Visitors who enter the rooms of COVID-19 positive patients must comply with the following:
 - Notify the nurse for assistance with donning and doffing appropriate PPE. Visitor must don full PPE (ear loop mask, face shield, gown and gloves)
- Face mask should be applied to patient if tolerated
- In areas of visiting exceptions - If an approved visitor is replaced by another visitor (such as one care partner visiting on one day; the other on another day), the screening process will be conducted entirely with each visitor on each day of visit

PROCEDURES:

Limited Visitation: All visitors will adhere to the following process upon arrival to the facility for indoor or outdoor visitation:

- Visitors must access the facility through the main lobby or designated entrance.
 - If granted a special exception visit, the visitor must report to designated entrance area as instructed by administrator/designee.
- Visitors must arrive wearing a face mask or one will be provided. Face mask must be worn throughout the visitation and until exiting the facility. If a visitor refuses to wear a face mask, they will be asked to leave the facility.
- All visitors will complete the symptom screening tool and informed consent upon entering the building. Visitor will sign their name, document their phone number, and list the person they are visiting on the tool. Active temperature screening will be completed by Virtua staff and visitor will be asked to document temperature on the screening tool.
 - Note: If visitor fails the screening by answering “yes” to any question on the screening tool or has a temperature greater than 100.0 degrees F, they will not be allowed entry into the facility.
 - Visitors who have temperature readings above 100.0 degrees F due to the impact of warm weather may be directed to wait in the screening area and be retested after 10 minutes.

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- Visitor will apply hand gel at time of entry and will be instructed to wash hands often and limit touching surfaces in patient/resident care areas.
- Visitors are not permitted to walk through the facility to other areas other than the designated visitation area.
- Visitors may not be present in patient/resident rooms during aerosol-generating procedures or collection of respiratory specimens, and will be asked to leave the room. Visitors will be directed to designated waiting area if able to accommodate social distancing, otherwise visitor may need to return to their vehicle.

Outdoor Visitation:

Outdoor visits pose a lower risk of Covid-19 transmission due to increased space and air flow. Therefore visits will be held outdoors when weather, individual’s health status or facilities outbreak status permit.

1. Visitation is by appointment only and is limited to no more than two visitors at a time, per patient/resident.
2. Visitation occurs in a designated outdoor space which allows for mobility needs, with designated seating for visitors. A staff member must be present and will make every effort to provide for private conversation.
3. Visitors must be screened in a designated area that accommodates social distancing and infection control standards. Visitors exposed to someone with Covid-19 or visitors with Covid-19 symptoms will not be permitted to visit.
4. Visitors are not permitted entrance past the reception area of the center. Restrooms and cafeteria will not be available to visitors at this time.

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5. Patient/Resident will be transported to designated area by staff member, and staff member will be present during the visit. Staff member will keep a social distance, monitor patient/resident, and if at any point patient/resident wants to go back into the facility for any reason staff member will follow the patient's/resident's wishes.
6. Staff member, Patient/Resident, and Visitor shall always be wearing a mask. Failure of Visitor not wearing a mask and/or face covering will result in outdoor visit ending immediately.
7. No food, drink, gifts, or personal items are to be presented to patient/resident during the visit. They can be left in the front vestibule of building. Items will be delivered to the room after 24 hours.
8. Facility will provide hydration for the patient/resident and the patient/resident will not be able to share their drink with visitor(s).
9. The visit will be no more than 30 minutes. If Visitor is late or patient/resident is not ready on time, we cannot make up time and extend the visit.
10. No Children under the age of 18 and No Pets are allowed to visit.
11. The receptionist will facilitate appointments for visitation.
12. The patient/resident has the right to refuse up until their scheduled time. Patient/Resident also has the right to choose who they would like to visit with. Staff will follow patient/resident wishes.
13. Visitors and patients/residents will sign a consent form prior to visit so all parties are aware of the policy and procedures of outdoor visits.
14. Visitors are to wait in their car until the scheduled appointment time. A cell phone is necessary to notify visitor of when to proceed to the designated outdoor area.

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15. Outdoor visits are weather permitting. Virtua retains the right to cancel the outdoor visit due to inclement weather and safety to our patients/residents. Visits will be canceled due to rain, thunder and lightning, heat greater than 90 degrees and/or 90 percent humidity.
16. The facility may limit the length of any visit, the days on which visits will be permitted, the hours during a day when visits will be permitted, and the number of times during a day or week a patient/resident may be visited.
17. If at any point social distancing is broken during the visit patient/resident will be removed immediately. Patient/Resident will be placed on our quarantine unit for 14 days. After the 14-day quarantine is completed and no signs and/or symptoms are present patient/resident will be reevaluated by nursing staff. Visitors will be notified when outdoor visits can resume.
18. If Visitor has any signs or symptoms within 14 days of outdoor visit, they must notify facility immediately. Information will be given at the time of the visit with a phone number to contact Virtua Rehab immediately.
19. Patients/Residents suspected or confirmed to be infected with COVID-19 along with those quarantined for potential COVID-19 exposure cannot be visited.
20. Patients/Residents who have recovered from COVID-19 and have been removed from isolation precautions along with those patients/residents that are negative and not suspected of COVID-19 may be visited.
21. Facility staff will transport patients/residents to and from the designated outdoor visitation space in a safe and orderly fashion. They will not be transported through an area that is designated as a Covid-19 care space or suspended area.
22. At the conclusion of the outdoor visit the staff member will transport the patient/resident back to their room, their temperature will be checked and recorded when they return into the building.

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23. After the visit is concluded, the area will be cleaned/disinfected between visits.

Indoor Visitation:

Indoor visitation will be permitted when there has been no new onset of Covid-19 cases in the last 14 days and the facility is not conducting outbreak testing under the following conditions:

1. All visitors must be preregistered and preapproved by the Administrator or Designee and adhere to the core principles. Virtua reserves the right to limit the number and minutes for visitation.
2. Visitors and patients/residents will participate in the screening, informed consent, handwashing and education procedures. Information regarding visitor address and phone number will be documented.
3. All visitors will remain in their car and will enter through designated entrance at the appointed time.
4. Visitors must observe 6 ft distance from all patients/residents and avoid physical contact during their visit except in compassionate care situations.
5. Visitors are not permitted to wander hallways but must remain in the designated area for visitation taking the most direct route between screening area and designated visitation space.
6. Visitors can make compassionate care visits in end of life situations as well as other situations where individuals can meet patient’s/resident’s spiritual, emotional or religious needs.
7. All other visitation standards listed in Outdoor Visitation apply to indoor visitation.
8. Visits for residents who share a room will be arranged in a designated area. When the resident’s health status prevents leaving the room, attempts will be made to allow in room visitation while adhering to the core principles of Covid-19 infection prevention.

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CONTROL MEASURES: Any person found on Virtua property without proper authorization or in violation of Virtua Policy may be removed from the facility/area.

- Visitors must abide by specific rules and directions to protect all patients/residents and staff. If this does not occur, visiting exception will be withdrawn and visitor will be asked to leave the facility.

References:

CMS, Center for Clinical Standards and Quality/Survey & Certification Group, Nursing Home Visitation – COVID-19, Ref: QSC-20-39-NH, <https://www.cms.gov/files/document/qso-20-39-nh.pdf>, September 17, 2020

CDC, Testing Guidance for Nursing Homes, <https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-testing.html>, page last reviewed May 19, 2020

New Jersey Department of Health, Executive Directive No. 20-026, Directive for the Resumption of Services in all Long-Term Care Facilities licensed pursuant to N.J.A.C. 8:43, N.J.A.C. 8:39, N.J.A.C. 8:36 and N.J.A.C. 8:37, https://nj.gov/health/legal/covid19/8-20_ExecutiveDirectiveNo20-026_LTCResumption_of_Svcs.pdf