

## Visitors Guidelines Fact Sheet

1. Visitation will be held Monday thru Friday between 1pm – 4pm, Saturday and Sunday from 10am to 11am and 1pm to 3pm for a maximum of thirty (30) minutes. No more than two (2) visitors per resident;
  - a) Visitors shall contact the Admissions Department at extensions 136 or 137 to schedule their visits.  
**Appointments will only be taken between Monday thru Friday between the hours of 9am-5pm;**
  - b) Visitation hours are by appointment only. A copy of the facility's formal visitation plan is posted on the website and broadcasted via email;
  - c) Limited visitation, including, but not limited to, family members, loved ones, representatives from long-term care ombudsman program (LTCOP).
  
2. **Location of visits:**

### Outdoor Visits:

While taking a person-centered approach and adhering to the core principles of COVID-19 infection prevention, **outdoor visitation is preferred even when the resident and visitor are fully vaccinated\* against COVID-19.**

- Facility visitation will be conducted in the outdoor courtyard, weather permitting;
- In inclement weather, such as high heat or foul weather and as facility space allows, visitation will be inside, in the main dining room, when the COVID-19 county positivity is less than 10% based on CMS guidelines.

**\*Note: Fully vaccinated refers to a person who is >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, per the CDC's Public Health Recommendations for Vaccinated Persons.**

### Indoor Visits:

The facility shall allow indoor visitation at all times and for all residents (regardless of vaccination status), except for a few circumstances when visitation should be limited due to a high risk of COVID-19 transmission (exception-compassionate care visits should be permitted at all times). These scenarios include limiting indoor visitation for:

- Unvaccinated residents, if the nursing home's COVID-19 county positivity rate is > 10% **AND** < 70% of residents in the facility are fully vaccinated;
- Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they met the criteria to discontinue Transmission-Based Precautions; or
- Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine.
- Visitation for residents under Transmission-Based Precautions and/or quarantine, shall be limited to window visits.
- If the resident is fully vaccinated, they can choose to have close contact (including touch) with their fully vaccinated or their unvaccinated visitor(s) while both continue to wear well-fitting source control masks.
- Unvaccinated visitors must wear a facemask/face covering and be **socially distanced** from unvaccinated residents and all other residents and visitors.
- Facilities shall limit movement in the facility, including limiting visitors from walking around different halls of the facility. Instead, visitors should go directly to the resident's room or designated visitation area. Visits for residents who share a room should not be conducted in the resident's room unless the roommates are spouses.

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- **If the resident is fully vaccinated and the sole occupant of the room, visitation could occur in their room while both resident and visitor continue to wear well-fitting source control masks.**
- Visits for residents who share a room should ideally not be conducted in the resident's room.
- If in-room visitation must occur (e.g. resident is unable to leave the room), an unvaccinated roommate should not be present during the visit. If neither resident is able to leave the room, the facility shall attempt to enable in-room visitation while maintaining recommended infection prevention and control practices, including physical distancing and source control.
- If visitation is occurring in a designated area in the facility, the facility shall consider scheduling visits so that multiple visits are not occurring simultaneously, to the extent possible. If simultaneous visits do occur, everyone in the designated area should wear source control and physical distancing should be maintained between different visitation groups regardless of vaccination status.
- See the Facility Visitation Summary (Attachment B)

**3. Indoor Visitation During an Outbreak:**

An outbreak exists when a new nursing home onset of COVID-19 occurs (i.e. a new COVID-19 case among residents or staff). With the appropriate safeguards, visitation can still occur when there is an outbreak, but there is evidence that the transmission of COVID-19 is contained to a single area (e.g. unit) of the facility. When a new case of COVID-19 among residents or staff is identified, Acadia Center shall immediately begin outbreak testing and suspend all visitations (except that required under federal disability rights law), until at least one round of facility-wide testing is completed.

In addition, the New York State Department of Health issued emergency regulations regarding Personal and Compassionate Caregivers in Skilled Nursing Facilities. (See Personal and Compassionate Caregiving Visitors Policy & Procedure)

Visitation can resume based on the following criteria:

- If the first round of outbreak testing reveals no additional COVID-19 cases in other areas (e.g. units) of the facility, then visitation can resume for residents in areas with no COVID-19 cases. However, the facility shall suspend visitation on the affected unit until the facility meets the criteria to discontinue outbreak testing.
  - For example, if the first round of outbreak testing reveals two more COVID-19 cases in the same unit as the original case, but no other units, visitation can resume for residents in areas/units with no COVID-19 cases.
- If the first round of outbreak testing reveals one or more additional COVID-19 cases in other areas of the facility (e.g. new cases in two or more units), then Acadia Center shall suspend visitation for all residents (vaccinated and unvaccinated), until the facility meets the criteria to discontinue outbreak testing.
  - a) Visitors under the age of 18 are allowed but must be accompanied by an adult 18 years of age or older.
  - b) Staff will be present to help with the transporting of residents, monitoring visitation for appropriate infection control and safety and social distancing, and cleaning and disinfecting areas used for visitation after each visit using an EPA-approved disinfectant.

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- c) **Visitors are not permitted to bring in items during visitation (e.g. food, beverage, flowers, etc.) Any items brought into the facility must be left with the receptionist**  
**No food or beverage shall be consumed by either resident or visitor during visitation.**
  - d) Except as designated, visitors are not permitted in any other areas of the facility. If any visitor fails to adhere to the core principles of COVID-19 infection prevention, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.
- 4. Visitors and residents must wear a facemask or face covering (must always cover both the nose and mouth when on the premises of the facility, including outdoor court yard), where both resident and visitor are fully-vaccinated. Masks will be available for residents and visitors.
  - a) Visitors are screened for signs and symptoms of COVID-19 prior to resident access. Visitation will be refused if the individual(s) exhibits any COVID-19 symptoms or do not pass the screening questions.
  - b) 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.
  - c) 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; vaccination status, and email address, if available.
- 5. **Potential Visit Related Exposures:**  
If a visitor to the facility tests positive for SARS-CoV-2 by a diagnostic test and the visit to the facility occurred from two days before the visitor's symptom onset (or in the 2 days before the date of collection of the positive sample for visitors who remained asymptomatic) to the end of the visitor's isolation period, there is a potential for exposure. **Any visitor who tests positive for SARS-CoV-2 within this time frame must notify the facility as soon as possible.**
- 6. The facility will maintain signage regarding face mask utilization and hand hygiene and uses applicable floor markings to cue social distancing delineations.
- 7. Residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine period are not eligible for visits
- 8. Facilities will provide alcohol-based hand sanitizer 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.
- 9. The facility will continue to provide other methods to meet the social and emotional needs of residents, such as video calls and window visits;
- 10. Specialty practitioners, podiatrist, and dental services may continue with strict adherence to infection control guidelines.