MACPOLCOVIDVISITATION

SUBJECT: MACtown, Inc.

EFFECTIVE DATE: September 1, 2020
REVISION DATE: April 6, 2022

TITLE: **COVID-19** VISITATION POLICY

APPROVED BY:

PURPOSE:
On September 1, 2020, at the direction of Governor Ron DeSantis, Florida Division of Emergency Management Director Jared Moskowitz issued Emergency Order 20-009 lifting some temporary restrictions for individuals entering residential and long-term care facilities. On October 22, 2020, the Department of Emergency Management issued a **new Emergency Order (20-011)** to update Visitation Policies in long term care facilities. On March 22, 2021 at the direction of Governor Ron DeSantis, Florida Division of Emergency Management Director Jared Moskowitz issued Emergency order 21-001. This Order rescinds DEM Orders Nos. 20-002, 20-006, 20-007, 20-009 and 20-011 lifting visitation limitations in these prior orders. DEM order 21-001 however specifies that to ensure the continued safety of individuals in care, every facility shall, at a minimum, must maintain visitation and infection control policies in accordance with all state and federal laws and shall continue to monitor all Centers for Medicare and Medicaid Services and Centers for Disease Control and Prevention guidance. On September 17, 2021 and again on November 12, 2021, CMS made additional revisions to guidance on visitation included herein. On April 6, 2022, Governor Ron DeSantis signed SB 988, the *No Patient Left Alone Act*, to guarantee Florida families the fundamental right to visit their loved ones who are receiving care in hospitals, hospices, and long-term care facilities. No health care facility in Florida may require a vaccine as a condition of visitation and every health care facility must allow their residents and patients to be hugged by their loved ones.

POLICY: The design and scope of the COVID-19 Visitation Policy is based on the risks that the organization faces for the spread of COVID-19 from visitors in the places where the organization provides care. The policy is aimed at reducing the risk of spreading COVID-19 among individuals served and staff. The policy is also designed to ensure the individuals served are able to receive the benefits of personal support in the form of therapeutic visits from their loved ones and family in a controlled manner in accordance with CDC guidelines. This Policy will address appropriate training and mandatory use of masks and other infection control protections, including screening of visitors and monitoring for compliance with infection control requirements.

PROCEDURE:
Requirements for vistiation:

- Hours for visitation are outlined as follows:
  Mondays through Fridays 9am – 7pm
  Saturdays and Sundays 10am – 7pm
- Visitors no longer need to be scheduled by appointments and may show up without an appointment. This being said to ensure multiple visits can be accommodated in an efficient manner, families are encouraged to call in advance. There is no limit to the number of visitors at one time but large gatherings should be avoided (e.g., parties, events) where large

numbers of visitors are in the same space at the same time and physical distancing cannot be maintained. Frequency of visits is no longer restricted nor is duration of visits.

- The visitor will receive instructions as to where the visit will take place either outdoors or indoors in a designated visitation space.
- Visitors will be monitored for adherence to proper use of facemasks, PPE, and social distancing during the entire visit especially for those who may have difficulty with compliance such as children. Young children should be accompanied by an adult visitor and monitored for adherence with infection control protections.
- Visitor screening will continue to be mandatory to include temperature checks and screening questionnaire (symptom/exposure questions) to be documented on the **Visitor Screening Questionnaire (See Appendix A)**
- A Visitor Screening Questionnaire Log will be maintained for signing in and out.
- The Supervisor on duty or designee will be designated to support infection control education of visitors including use of facemasks, proper hand hygiene, social distancing, and visitation policies. Social distancing is defined as: visitors and residents will stay at least 6 feet apart (about 2 arm's lengths) from one another.
- Visitation spaces will be cleaned and disinfected between visitors and contain a hand washing/sanitation station
- All residents, their representatives, and recurring visitors will be notified of any changes in the visitation policy via phone, email, or in writing.

I. VISITOR CRITERIA

Any individual who is entering and who will have physical contact with any resident to wear PPE pursuant to the most recent CDC guidelines. Persons without physical contact with any resident must wear a facemask.

The facility will allow entry of individual to the facility to include:

A. Family members, friends, and individuals visiting residents

i. Regarding family members, friends, and individuals visiting residents, the facility shall:

1. Provide instructional signage throughout the facility and infection prevention and control education, including education on proper use of PPE, hand hygiene, and social distancing;
3. Designate key staff to support infection prevention and control training;
4. Screen visitors to prevent possible introduction of COVID-19;
5. Maintain a visitor log for signing in and out;
6. Monitor visitor adherence to appropriate use of face masks, PPE, and social distancing, especially for those who may have difficulty with compliance such as children; and
7. After attempts to mitigate concerns, restrict or revoke visitation if the visitor fails to follow infection prevention and control requirements or other COVID-19-related rules of the facility.
8. **Visitors will be allowed at all times regardless of a resident's vaccination status, the county's COVID-19 positivity rate or an outbreak.**

ii. Family, friends, and individuals visiting residents shall:

1. Wear a surgical mask and other PPE as appropriate. PPE for compassionate care visitors must be consistent with the most recent CDC guidance for health care workers;
2. Participate in facility-provided training on infection prevention and control, use of PPE, use of masks, hand sanitation, and social distancing, and sign acknowledgement of completion of training and adherence to the facility's infection prevention and control policies;

3. Visit in facility-designated visitation areas
4. Maintain social distance of at least six feet with staff and other residents and limit movement in the facility.-**CMS and CDC continue to recommend facilities, residents and families adhere to the core principles of COVID-19 infection, including physical distancing (maintaining at least 6 feet between people). This continues to be the safest way to prevent the spread of COVID-19.**

iii. Before allowing family, friends, and individuals to visit, the facility shall:
1. Screen visitors to prevent possible introduction of COVID-19;
2. Maintain a visitor log for signing in and out;
3. Monitor visitor adherence to appropriate use of masks, PPE, and social distancing;
4. Notify and inform residents and their representatives of any changes in the facility's visitation policy;
5. Clean and disinfect visiting areas between visitors and maintain handwashing or sanitation stations; and
6. Designate staff to support infection-prevention and control education of visitors on use of PPE, use of masks, hand sanitation, and social distancing.

iv. The facility shall enable general visitation as described in either or both paragraphs I and 2 below:
1. Provide outdoor visitation spaces that are protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices if needed.
2. Create indoor visitation spaces for residents in a room that is not accessible by other residents or in the resident's private room if the resident is bedbound and for health reasons cannot leave his or her room

B. Hospice or palliative care workers caring for residents in end-of-life situations including any resident enrolled in hospice;

C. Any individuals or providers giving necessary health care to a resident, provided that such individuals or providers: (1) comply with the most recent Centers for Disease Control and Prevention (CDC) requirements for personal protective equipment (PPE), (2) are screened for signs and symptoms of COVID-19 prior to entry, and (3) comply with the most recent infection control requirements of the CDC and the facility;

D. Facility staff;
E. Facility residents;

F. Attorneys of Record for residents in Adult Mental Health and Treatment Facilities or forensic facilities for court-related matters if virtual or telephonic means are unavailable;
G. Public Guardians as set forth in chapter 744, Florida Statutes, Professional Guardians as defined by subsection 744.102(17), and their professional staff pursuant to subsection 744.361(14), Florida Statutes;
H. Attorneys and their legal staff who are acting in their capacity as the legal representatives of residents where (a) the residents and lawyers are engaged in an active attorney-client relationships, (b) the visit is related to representation in legal proceedings or in consultation on legal matters, and (c) virtual or telephonic means are unavailable;
I. Representatives of the federal or state government seeking entry as part of their official duties, including but not limited to Long-Term Care Ombudsman program, representatives of the Department of Children and Families, the Department of Health, the Department of Elderly Affairs, the Agency for Health Care Administration, the Agency for Persons with Disabilities, a protection and advocacy organization under 42 U.S.C. §15041, the Office of the Attorney General, any law enforcement officer, and any emergency medical personnel;

J. Barbers and beauty salons may resume services to residents with the following precautions
   i. Services are permissible only if:
      1. Other than in a dedicated wing or unit that accepts COVID-19 cases, the facility has had no new facility-onset of resident COVID-19 cases in the previous fourteen (14) days; and
      2. Fourteen (14) days have passed with no new staff COVID-19 cases where a positive staff person was in the facility in the ten (10) days prior to the positive test.
   ii. Barbers and salon staff must wear surgical masks, gloves, practice proper hand hygiene, and follow the same requirements as compassionate caregivers;
   iii. Waiting customers must follow social distancing guidelines;
   iv. Residents receiving services must wear face masks;
   v. Services are only provided to facility residents, not outside clients or guests;
   vi. Services may not be provided to a resident who tests positive for COVID-19 or is exhibiting symptoms indicating that he or she is presumptively positive for COVID-19; and
   vii. Service and salon areas must be properly cleaned and disinfected, and equipment must be sanitized between residents.

II. Visitation Guidelines

A. **The visitor will not be permitted to come into the facility if he/she shows signs or symptoms of COVID-19 after being screened.**

B. To allow for staff to safely screen and monitor visitation, a limit of one visitation at a time will be scheduled in the designated visitation space unless the space is large enough to permit multiple visits socially distanced without creating a large gathering. The facility will:

- Provide an outdoor visitation space that is protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices if needed (i.e.: Zakarin patio area, Zakarin Tranquility Park

areaa). While taking centered approach and adhering to the core principles of Covid-19 infection prevention, outdoor visitation is preferred when the resident and/or visitor are not fully vaccinated against Covid-19. Outdoor visits generally pose a lower risk of transmission due to the increased space and airflow. However, weather considerations (inclement weather, excessively hot or cold temperatures, poor air quality or an individual residents' health status (e.g. medical condition(s), Covid-19 status, quarantine status) may hinder outdoor visits.

- Create indoor visitation spaces for residents in a room that is not accessible by other residents, or in the resident's private room if the resident is bedbound and for health reasons cannot leave his or her room (i.e. visitation room on 1st floor of Residential building, or 1st floor of Zakarin building). Facilities should ensure that physical distancing can still be maintained during peak times of visitation (e.g., lunch time, after business hours, etc.). Also, facilities should avoid large gatherings (e.g., parties, events) where large numbers of visitors are in the same space at the same time and physical distancing cannot be maintained. During indoor visitation, visitor movement in the facility is to be limited. Visitors should not walk around different halls of the facility. Rather they should go directly to the resident's designated visitation area. If a resident' roommate is unvaccinated or immuno-compromised (regardless of vaccination status) visits should not be conducted in the room, if possible. For situations where there is a roommate and the health status of the resident prevents leaving the room, facility should attempt to enable in-room visitation while adhering to core principles of infection prevention.

C. Infection prevention and control training, including training on proper use of personal protective equipment (PPE), hand hygiene, and social distancing will be provided to each Visitor on their first scheduled visit prior to their entry into the facility. **A COVID-19 training package handout (See Appendix C)** will be provided for their continued reference at the time of training. After this initial training, a brief overview training will be reviewed at each visit upon entry at the screening area to provide on-going training review. Initial Infection prevention and control /COVID-19 Training will be implemented by the Shift Supervisor or designee and will be documented on an In-service Training Signature sheet. For each visit after, review training will be conducted by the Shift Supervisor or designee and documented on the signed In-Service Training Signature Sheet.

D. All visitors will be screened to prevent possible introduction of COVID-19 and will complete and sign the Visitors Questionnaire at the time of screening

E. All visitors will complete and sign the Visitor Screening Questionnaire.

F. All visitors must immediately inform the facility if they develop a fever or symptoms consistent with COVID-19, or test positive for COVID-19 within fourteen (14) days of a visit to the facility.

G. All visitors' adherence to appropriate use of facemasks, PPE, and social distancing will be monitored to ensure infection control practices are maintained especially for those who may have difficulty with the compliance such as children;

H. If the visitors fail to follow infection prevention and control requirements or other COVID-19-related rules of the facility after attempts have been made to mitigate concerns, visitation will be revoked.

III. Individuals seeking entry to the facility will not be allowed to enter if they meet any of the screening criteria listed below:

A. Any person infected with COVID-19 who does not meet the most recent criteria from the CDC to end isolation.

B. Any person showing, presenting signs or symptoms of, or disclosing the presence of a respiratory infection, including cough, fever, shortness of breath, sore throat, chills, headache, muscle pain, repeated shaking with chills, new loss of taste or smell, or any other COVID-19 symptoms identified by the CDC.

C. Any person who has been in close contact with any person(s) known to be infected with COVID-19, who does not meet the most recent criteria from the CDC to end quarantine.

IV. All facilities must require any individual who is entering the facility and who will have physical contact with any resident to wear PPE pursuant to the most recent CDC guidelines. Persons without physical contact with any resident must wear a face mask. All facilities are encouraged to provide regular COVID 19 testing for staff and visitors.

V. All visitors must immediately inform the facility if they develop a fever or symptoms consistent with COVID-19 or test positive for COVID-19 within fourteen (14) days of a visit to the facility.

VI. Any Residents leaving the facility temporarily for medical appointments or other activities, and any residents receiving visits from health care providers, must wear a facemask, if tolerated by the resident's condition. All residents must be screened upon return to the facility. Eye protection should also be encouraged. Appointments should be scheduled through the facility or group home to ensure proper screening and adherence to infection control measures.

A. Residents will be permitted to leave the facility including holiday visits. Residents leaving the facility on therapeutic leave must wear a face mask, if tolerated by the resident's condition. Eye protection should also be encouraged. All residents must be screened upon return to the facility. Families must be informed of necessary precautions to take during the absence, and of the requirement to screen the resident upon return to the facility and will check off that they have been informed via training on the Visitor Questionnaire they complete upon their arrival to pick up their loved one. Any time a resident is out in the community, the resident and the resident's family should encourage adherence to infection prevention and control requirements, including social distancing and especially hand hygiene.

B. In addition to routine screening criteria for temperature and symptoms, screening for returning residents will include potential exposure such as contact with anyone who was symptomatic, attendance at large gatherings and adherence to social distancing.

If upon return, the resident does not pass screening criteria, the individual would not meet criteria for entry into the facility and therefore will remain in the care of the individual who signed them out for therapeutic leave to quarantine or isolate based on their circumstances consistent with CDC guidance until they meet criteria to return to the facility. If the family member/guardian so chooses, they may take the individual for COVID-19 PCR testing 5 – 7 days after the date they initially attempted to return the individual who did not meet criteria for return. They may return the individual to the facility after the

negative test result is provided in advance via email or mail and clearance given to the family member/guardian by the Human Resources Dept. that the resident meets criteria for return to the facility. If the resident passes screening criteria, then they do not have to be quarantined or isolated.

C. **To best ensure the life safety of everyone and minimize the potential for exposure to COVID-19, limiting the residents' contact with others and avoiding community gatherings and spaces is of critical importance. While adhering to the core principles of COVID-19 infection prevention, communal activities and dining may occur.**

VII. Visitor Testing and Vaccination

MACtown encourages visitors to be tested on their own before coming to the facility (e.g., within 2–3 days). MACtown encourages all visitors to become vaccinated and has provided education to visitors on vaccination. Visitor testing and vaccination can help prevent the spread of COVID-19. Facilities are permitted to ask about a visitors' vaccination status, however, **visitors are not required to be tested or vaccinated** (or show proof of such) as a condition of visitation. If the visitor declines to disclose their vaccination status, the visitor should wear a face covering or mask at all times.

VII. Documentation showing compliance with the following requirements must be kept for all visitation within the facility:

A. Individuals entering a facility must be screened using the **Visitor Screening Questionnaire**

B. The facility is required to maintain documentation of all non-resident individuals entering the facility (**Visitor Screening Questionnaire**) containing the Name o the individual entering the facility; Date and time of entry; and screening mechanism used to conclude that the individual did not meet any of the enumerated Covid-19 screening criteria.

NOTE: Certain core principles and best practices reduce the risk of COVID-19 transmission and must be adhered to:

Core Principles of COVID-19 Infection Prevention

- 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 facility. Facilities should screen all who enter for these visitation exclusions.
- Hand hygiene (use of alcohol-based hand rub is preferred)
- Face covering or mask (covering mouth and nose) and physical distancing at least six feet between people, in accordance with CDC guidance
- Instructional signage throughout the facility and proper visitor education on COVID- 19 signs and symptoms, infection control precautions, other applicable facility practices (e.g., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
- Cleaning and disinfecting high-frequency touched surfaces in the facility often, and designated visitation areas after each visit
- Appropriate staff use of Personal Protective Equipment (PPE)
- Effective cohorting of residents (e.g., separate areas dedicated to COVID-19 care)

Additionally, visitation should be person-centered, consider the residents' physical, mental, and psychosocial well-being, and support their quality of life.