**CORONAVIRUS DISEASE (COVID-19)**

**VISITATION POLICY**

**Policy:**

**To ensure resident and staff health and safety. Visitation will be allowed, (weather pending) on the front porch, back deck, and front lawn. In-house visits are allowed in the two front Parlors. Note-the maximum amount allowed in a parlor are three. No resident room visits are allowed at this time.**

**If the facility has a COVID-19 positive case, whether it be by staff or resident, there will be a stop with visitation for 14 days from date of report. Families and residents will be notified in person, phone and or email regarding the visitations.**

**Per the Department of Health, (DOH) the following conditions must be enforced by the facility staff:**

**Procedure:**

* **Adequate staff are present to allow for personnel to help with the residents, monitoring of visitation, and cleaning and disinfecting visitation areas after each visit.**
* **Visitor is 18 years of age or older or accompanied by an adult 18 years of age or older.**
* **Limited to 1-5 visitors per resident per visit. All visits must be scheduled.**
* **The baseline for number of visitors at one timeslot are as follows: For a resident census of 4-20, a maximum of visitors is 5. Resident census of 21-50, a maximum of visitors at one timeslot is 10.**
* **Visitation hours will be Monday-Friday 9am-11:30am, 1pm-4:30pm and 6pm-7:30pm.**
* **Weekend visitation will need to be scheduled by calling the main office number, (716) 672-7961, and ask for the charge person. Same timeframes as Monday-Friday.**
* **All visits will be pre-schedule by calling the administration office and ask for Marnie at (716) 672-7961.**
* **Face masks are available for residents and visitors during visitation. Face masks are required on both resident and visitor.**
* **The WCA Home will provide alcohol-based hand sanitizer to visitors and residents, and, if needed, staff will demonstrate appropriate use.**
* **Hand sanitizer is located on the desk, along with the questionnaire notebook & sign-in sheet.**
* **Visits will be limited to 30 minutes. Though, this is flexible depending on scheduled visits.**
* **Visitors must uphold the 6-foot social distancing. UNLESS all parties have been vaccinated.**
* **No touching each other or sharing objects such as playing cards, board games etc. UNLESS all parties are vaccinated.**
* **When a visitor arrives, they must use the hand sanitizer that is provided on the front & back porches. Visitor must ring the doorbell, notifying staff that they are here.**
* **Visitors are screened for signs and symptoms of COVID-19 prior to resident access and refuse access if they exhibit any symptoms or do not pass the screening questions. Screening must consist of both temperature checks and asking screening questions regarding international travel and travel to other states and exposure by close encounters of positive cases.**
* **All visitors must complete the questionnaire and have their temperatures taken with each visit.**
* **The WCA Home will maintain and retain documentation of screening questions asked onsite as well as temperatures taken and make it available upon the DOH request and for potential contact tracing, up to one year.**
* **The Home will maintain signage regarding face mask utilization and hand hygiene practices and uses applicable floor markings to cue social distancing delineations.**
* **There is a sign at the front lobby that states the number of allowed visitors at a given time.**

**The questionnaire will include the following:**

* + **First and last name of the visitor;**
  + **Physical street address of the visitor;**
  + **Daytime and evening telephone number;**
  + **Date and time of visit;**
  + **Name of resident they are visiting;**
  + **How many visitors are in their party;?**
  + **List all names that are in their party;**
  + **Email address if available;**
  + **Resident will receive the Visitor Information Pamphlet and the Policy and Procedure for visitation.**
  + **A notation by intake staff will indicate the individual cleared the screening (both temperature and question) that does not include any individual temperatures or other individual specific information.**

**Note:**

**The staff person signing in a visitor must clean the pen used with a sanitizing wipe and place it back in the clean cup.**

**Areas where the visitors and residents meet are appropriately disinfected in between visitations, using an EPA-approved disinfectant; disinfectant spray or wipes.**

**All visitors must follow the rules set by the WCA Home or you will be asked to leave, possibly jeopardizing future visits.**

**OUTDOOR VISITS:**

* **Visitors need to be sensitive that space and seating are limited and that they need to accommodate our residents when it comes to available seating on the front porch and back deck.**
* **For lawn visits, we encourage visitors to bring their own folding chairs, including one for the resident that you are visiting.**
* **Outdoor visits will have the same procedures as indoor visits.**
* **6-foot distancing remains in place, no exchanging items, no playing games, or cards. UNLESS all parties are vaccinated.**
* **Hand sanitizer is recommended before and after visits.**

**ELECTRONIC COMMUNICATION:**

* **Electronic visits such as Zoom, Skype and Facetime are additional ways to communicate, even if the facility is under the 14-day quarantine, due to a resident and or staff having a positive COVID test result. Please call (716) 672-7961 to set up an in person or electronic visit.**
* **Please consider weekdays and during normal business hours, 9am-5pm for electronic visits as the office management helps with the set up, and sometimes there is a need to use of their personal smartphones, or office computers to accommodate this request.**

**Compassionate Care Visits:**

**Compassionate Care Visits are permitted when visitation may not otherwise be permitted in accordance with the Department of Health’s current visitation guidance. Compassionate Care visits include:**

* **Newly admitted residents with difficulty adjusting to the WCA Home environment and lack of in-person family support.**
* **Resident recently grieving the loss of a friend or loved one.**
* **Resident who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.**
* **Residents who are exhibiting signs and symptoms of emotional distress including, but not limited to, seldomly speaking or crying more frequently (when the resident had rarely cried in the past), refusing to participate in an activity or activities, staying in bed longer than usual, or exhibiting behavior considered abnormal for the individual.**
* **Residents who receive religious or spiritual support from clergy or another layperson.**

**The situations above are not intended to be an exhaustive list. Additional compassionate care situation may be considered by the WCA Home on a resident-specific basis.**

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