

CORONAVIRUS DISEASE (COVID-19)

VISITATION POLICY

Policy:

To ensure resident, staff and visitors health and safety.

Special visitation accommodations will be arranged to those who have been assigned Compassionate Care Visitors and or Personal Care Visitors.

Visitation hours will be Monday-Sunday 9am-11:30am, 1pm-4:30pm and 6pm-7:30pm.

Visitor is 18 years of age or older or accompanied by an adult 18 years of age or older.

Visitors are allowed in the facility and will be fully aware of potential risks associated with visitation during an outbreak investigation and always adhere to the core principles of infection prevention.

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

Procedure:

- Visitors who have a positive viral test for COVID-19, symptoms of COVID-19 irrespective of test result, or currently meet the criteria for quarantine, should refrain from entering the facility.
- Visitors are not required to be vaccinated or show proof of vaccine to staff.
- Visitors are not required to be tested, prior to the visit. However, if a visitor request to be tested, the home can provide a home test kit, (free of charge) and the visitor can test themselves by following the directions within the package. The visitor is not required to notify the staff of the test result. Note- free test kits depend on supply and availability at the time of the request.
- At the front entrance, on the desk, is a pen, questionnaire, thermometer, sign-in log, and hand-sanitizer.
- Visitors are required to complete a questionnaire and have their temperature taken and be approved by staff before visits can take place. If a staff person denies a visit due to a high temperature, the answers the visitor provided on the questionnaire, and or show symptoms of COVID-19, must document on the questionnaire as to reasons why the visit was denied and notify the administrator.
- 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.
- Visits are preferred in the resident's room. However, common areas can be used for visitation as well.
- Residents and their visitors should wear well-fitted face masks during visits regardless of their vaccination status. Face masks are available for residents and visitors.
- The WCA Home provides alcohol-based hand sanitizer stations throughout the home. Staff will show location of stations, and if need be, demonstrate appropriate use.
- Visitors should uphold the 6-foot social distancing from residents and staff UNLESS all parties have been vaccinated.
- The Home will maintain signage regarding face mask utilization and hand hygiene practices and uses applicable floor markings to cue social distancing delineations.
- The administration will call the local department of health to discuss how to structure visitation to reduce COVID-19 transmission during an outbreak investigation.
- The WCA Home will 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.

ELECTRONIC COMMUNICATION:

- Electronic visits such as Zoom, Skype and Facetime are additional ways to communicate, 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.

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 UNLESS all parties are vaccinated.
- Hand sanitizer is recommended before and after visits.

Compassionate Care or Personal Care Visitors:

Compassionate Care or Personal Care visitors are permitted and allowed at all times when visitation may not otherwise be permitted in accordance with the Department of Health's current visitation guidance. Compassionate Care or Personal 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.
- Resident requests and the visitor is able and acceptable to helping with the resident's personal care procedures.

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.

Though, Compassionate Care visitors and Personal Care Visitors have special visitation privileges during a shutdown of the facility, due to illnesses or whatever state of emergency has been put into place. However, the visitor must abide by all other procedures and rules that are put into place for all visitors.

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.
- Though, not required but appreciated, information as to the status of the COVID vaccines.

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