

Dear Residents, Tenants, Responsible Parties and Family Members,

The Centers for Medicare and Medicaid Services (CMS) has recently updated the nursing home visitation guidance. While previous CMS guidance has focused on protecting nursing home residents from COVID-19, they have realized that physical separation from family and loved ones has taken a toll on residents, and as a result, CMS has revised the guidance for visitation. The new guidance for visitation is based on core principles and best practices that reduce the risk of COVID-19 transmission. These core principles are consistent with the Centers for Disease Control (CDC) guidance for nursing homes and should be adhered to at all times. Additionally visitation should be person-centered, consider the residents' physical, mental and psychosocial well-being and support their quality of life. While taking a person-centered approach and adhering to core principles of COVID-19 infection prevention, outdoor visitation is preferred even when the resident and visitor are fully vaccinated against COVID-19. However, weather conditions could hinder outdoor visits. Facilities can now allow indoor visitation for residents except for a few circumstances when visitation should be limited due to a high risk of COVID-19 transmission. Facilities must consider how the number of visitors per resident at one time and the total number of visitors in the facility at one time may affect the ability to maintain the core principles of infection control. Facilities should consider scheduling visits for a specified length of time. During indoor visitation, facilities should limit visitor movement in the facility. CMS and CDC continue to recommend facilities, residents and families adhere to the core principles of infection control including physical distancing. However, if the resident has been fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well fitting mask and performing hand hygiene before and after. With the increase in visitors inside the facility, there is a risk of transmission of COVID-19. If a case of COVID-19 amongst residents or staff is identified, the facility must immediately begin outbreak testing and suspend all visitation.

The information above is a very brief summary of the recent eight page document from CMS. Their expectation is that facilities put a plan in place that follows this guidance. I am attaching the policy that has been developed for visitation based on the guidance from CMS. This information is being sent to the responsible party listed as the first contact for each resident or tenant. This information is also being made available to residents and tenants. It will also be posted on our website at www.baldwincarecenter.com. Please read this policy and make certain these guidelines are followed during visits. Each facility will be handling the scheduling a bit differently. Additional information will be included from each facility as to how visitation will be scheduled. Please contact the specific facility if you need further clarification after reading the information. Thank you for your patience during this transition to indoor visits.

Sincerely,



Eileen LaFavor, Campus Administrator
Baldwin Care Center Campus

GUIDELINES FOR VISITING ON THE BALDWIN CARE CENTER CAMPUS

*Baldwin Care Center and Birch Haven Assisted Living visiting hours will be from 9 a.m. - 12 p.m. and 1 p.m. - 4:00 p.m. daily. Weekend visits in Birch Haven should be prescheduled with a manager by calling Monday – Friday.

*Birchwood Apartment visiting hours will be 8 a.m. – 12:00 p.m. and 2:30 p.m. – 6:00 p.m. daily.

*Visitors should come to the main entrance of the Baldwin Care Center, Birch Haven Assisted Living or Birchwood Apartments.

*A staff member will be taking temperatures and completing COVID-19 screenings. Visitors may not enter unless they have been screened!

*Visitors must follow the Core Principles of Infection Control, which they will receive when they come in. This includes performing hand hygiene AND use of a face mask AND practicing social distancing. If guidelines are not followed, the visitor may be asked to leave.

*Visitors may come during any of the listed visiting times, but may be asked to wait or return at a different time if there are too many visitors in the building. Each building will follow their specific guidelines for the maximum number of visitors at one time.

*Suggested length of visits is one hour.

*No more than two visitors may visit a resident at one time. If one of the visitors is a child, they must be able to wear a mask during the entire visit.

*Visits will occur in the resident's or tenant's room or apartment.

*Visitors should stay in the room for the entire visit.

*Visitors should not use the public restroom. Please use the resident's bathroom.

*Movement will be limited in each facility. Visitors must go directly to the room and exit the same way when leaving.

*Visitors may not interact with other residents or staff other than those they are scheduled to visit.

*If a resident is fully vaccinated, they can choose to have close contact (including touch) with the visitor while wearing a well-fitting facemask.

*Visitation will be cancelled if an outbreak occurs.

*Please help us to continue to have visits by following the guidelines.

Questions regarding any of these guidelines may be directed to Eileen LaFavor in the Baldwin Care Center; Kayla Ridley and Heidi Fink in Birch Haven Assisted Living and Jenell Neidermyer in Birchwood Apartments at 715-684-3231.

Visitation

EFFECTIVE DATE	Rev 3-12-21	DEPARTMENT	Baldwin Care Center Campus
REFERENCE	Guidance on visitation QSO-20-39-NH https://www.cms.gov/files/document/qso-20-39-nh.pdf Resident and Staff Testing QSO-20-38-NH https://www.cms.gov/files/document/qso-20-38-nh.pdf		

POLICY

Nursing homes and assisted living facilities have been severely impacted by COVID-19, with outbreaks causing high rates of infection, morbidity, and mortality. The vulnerable nature of this population combined with the inherent risks of congregate living in a healthcare setting have required aggressive efforts to limit COVID-19 exposure and to prevent the spread of COVID-19 within nursing homes.

Except for on-going use of virtual visits, we may still restrict visitation due to the COVID-19 county positivity rate, the facility's COVID-19 status, a resident's COVID-19 status, visitor symptoms, lack of adherence to proper infection control practices, or other relevant factor related to the COVID-19 PHE

The facility promotes safety, dignity, and overall quality of life for residents by providing an environment that is free of unnecessary risks. To address the psychosocial needs of residents during the COVID-19 pandemic, in-person visitation will be offered following strict guidelines in order to protect the safety and welfare of residents and employees.

PROCEDURE

The Baldwin Care Center Campus will follow **Core Principles of COVID-19 Infection Prevention** and best practices consistent with the CDC guidance for nursing home that reduce the risk of COVID-19 transmission in the following manner.

- Screening of all who enter the facility for signs and symptoms of COVID-19 (e.g., temperature checks, questions or observations about signs or symptoms), and denial of entry of those with signs or symptoms
- Hand hygiene (use of alcohol-based hand rub is preferred)
- Face covering or mask (covering mouth and nose) or other PPE as required
- Social distancing at least six feet between persons

- 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 mask, specified entries, exits and routes to designated areas, hand hygiene)
- Cleaning and disinfecting high frequency touched surfaces in the facility.
- Effective cohorting of residents (e.g., separate areas dedicated COVID-19 care)
- Resident and staff testing conducted as required at 42 CFR 483.80(h) (see QSO-20-38-NH)

Other considerations include;

- Except for on-going use of virtual visits, we may still restrict visitation due to the COVID-19 county positivity rate, the facility's COVID-19 status, a resident's COVID-19 status, visitor symptoms, lack of adherence to proper infection control practices, or other relevant factor related to the COVID-19 PHE
- If St. Croix County is rated as medium or high positivity, we may require visitors test prior to visitation, if feasible. We encourage visitors to be tested on their own prior to coming to the facility (e.g., within 2–3 days) with proof of negative test results and date of test.
- Visitation should be person-centered
- The residents' physical, mental, and psychosocial well-being be considered and support their quality of life.
- The risk of transmission will be reduced using physical distancing
- Enable visits to be conducted with an adequate degree of privacy
- Visitors who are unable to adhere to the core principles of COVID-19 infection prevention should not be permitted to visit or should be asked to leave.

Visitation Guidelines

- a) There has been no new onset of COVID-19 cases in the last 14 days and the facility is not currently conducting outbreak testing.
- b) Residents who DO NOT have COVID-19, are not in isolation or quarantine for having symptoms consistent with COVID-19, may participate in regular visitation.
- c) Any visitor that has tested positive within the last 14 days, has symptoms consistent with COVID-19, or has had close contact with someone symptomatic or positive for COVID-19 should not come to the facility.
- d) All visitors will be screened for symptoms and fever. Visitors who do not pass the screening process will not be allowed to visit. All visitors must complete the screening form at each visit.
- e) Visitors are required to wear face mask or other PPE provided by the facility during the duration of the visit. Visitors who remove their mask during the visit will be asked to leave.
- f) The visit must be documented on the COVID-19 Screen/Attestation for Visitors and include the date, time and names of the resident and each visitor.
- g) The number of visitors per resident at one time is limited to 2 (or as determined by the facility and the space the visitation is going to take place) and limit the total number of visitors in the facility.
- h) We will allow visits during a designated time for up to an hour each.
- i) We will limit movement in the facility. Visitors will enter through the designated door as determined by who and where they are visiting. They should not walk around different halls of the facility and must go directly to the designated visitation area and remain there for the duration of the visit.

- j) Visitors will be given education and visitation rules prior to and at the beginning of the visit.
- k) Visitors must be able to adhere to the core principles and staff will provide monitoring for those who may have difficulty adhering to core principles, such as children

*If the visit must be supervised, Supervising staff are required to immediately intervene and redirect any behaviors that violate infection control protocols. Violations should be reported to the Director of Nursing, infection preventionist, Supervisor and/or Administrator immediately.

- l) Visitors may not interact or engage with other residents or staff other than those that they are scheduled to visit. Visitors should physically distance from the other residents and staff in the facility.
- m) Children must wear their masks properly. Children must be in the control of an adult who brings them and must also comply with physical distancing requirements.
- n) Residents will wear a face mask for the duration of the visit.
- o) Hand hygiene (alcohol-based hand rub) will be performed by the resident and visitor before and after the visit.
- p) If a resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well fitting facemask. If a resident is not fully vaccinated, visits will be supervised to ensure adherence to guidelines, while ensuring privacy for the visit.

Outdoor Visitation

While taking a person-centered approach and adhering to the core principles of COVID-19 infection prevention, outdoor visitation is preferred and can also be conducted in a manner that reduces the risk of transmission. Outdoor visits pose a lower risk of transmission due to increased space and airflow. Aside from weather considerations (e.g., inclement weather, excessively hot or cold temperatures, poor air quality), an individual resident's health status (e.g., medical condition(s), COVID-19 status), or a facility's outbreak status, outdoor visitation will be facilitated routinely per resident preference. County positivity rate does not need to be considered for outdoor visitation.

Indoor Visitation

We will accommodate and support indoor visitation, including visits for reasons beyond compassionate care situations. We will use the COVID-19 county positivity rate, found on the COVID-19 Nursing Home Data site as additional information to determine how to facilitate indoor visitation:

- Low (<5%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)
- Medium (5% – 10%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)
- High (>10%) = Visitation should only occur for compassionate care situations according to the core principles of COVID-19 infection prevention and facility policies

Compassionate Care Visits

While end-of-life situations have been used as examples of compassionate care situations, the term “compassionate care situations” does not exclusively refer to end-of-life situations. All compassionate care visits will be reviewed on a case by case basis and will be determined based upon the resident’s needs and safety.

Visits will be conducted using social distancing; however, if during a compassionate care visit, a visitor and the facility identify a way to allow for personal contact, it should only be done following all appropriate infection prevention guidelines, and for a limited amount of time.

- Compassionate Care visits will be determined by nursing leadership or administration and will be pre-scheduled.
- End of life visits will be determined based on the symptoms and observations of the supervising nurse and/or hospice nurse including but not limited to; unresponsive, changes with breathing patterns indicating end of life, mottling, use of end of life medications. There is no time limit for end of life visits.
- All approved visits will be communicated to front desk with a list of individuals approved to come in, the date and time of expected arrival.

Procedure for indoor visits

- All visits must take place in the area designated by the facility.
- All visitors must successfully pass the screening procedure. If they have any respiratory symptoms or fever, they may not visit, even for end of life.
- Children must wear a mask properly. Children must be in the control of an adult who brings them and must also comply with physical distancing requirements.
- Only 2 visitors at a time.
- The visitor must always wear a mask or other determined PPE while in the building.
- The visitor should use hand sanitizer when entering and exiting, in addition to the room hand sanitizer before entering room and exiting room.
- Visitors should proceed directly to the visiting area. When visitors exit the facility, they should make certain that they do not come within 6 feet of other residents, staff or other visitors.
- The visitor should not come out of the resident room. Visitors should not use the public restroom. They should use the resident’s bathroom.
- Campus administration reserves the right to ask the visitor to leave if they do not comply with the visiting guidelines or the visit is disruptive to the resident.

Compliance

We will audit all forms of visitation and review at QAPI meetings to ensure infection control practices are adhered to.

COVID-19 Screen/Attestation for Visitors

Please read the following **Guidelines for Visitation During COVID-19 Pandemic**:

- All visitors must be screened upon entrance for any COVID-19 symptoms.
- Visitation will take place in areas designated by the facility to minimize exposure within the facility.
- If a resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well fitting face mask. If a resident is not fully vaccinated, visits will be supervised to ensure adherence to guidelines while ensuring privacy.
- Visitor and resident must both complete appropriate hand hygiene before and after the visit.
- Visitor and resident must use a face mask and other PPE (gloves, face shield, gown) for the entire visit as directed, even if social distancing appropriately.
- No more than two (2) visitors may be with any one resident/resident room at a time.
- Visitors must be of an age where they are able to keep a mask on for the duration of the visit. (Must be approved prior to visit with the facility team if less than 18 years old)

Name of Visitor: _____ Resident: _____

Symptom Screening/Attestation:

Do you have any of the following?

Symptoms:	Yes	No
New or worsening cough		
Shortness of breath or difficulty breathing		
Fatigue		
New Muscle or body aches (not related to exercise)		
Headache		
New loss of taste or smell		
Sore throat		
Congestion or runny nose		
Nausea or vomiting		
Diarrhea		
Have you been exposed to someone with known COVID-19 in the last 14 days?		
Have you tested positive with COVID-19 within the last 14 days?		
If yes, date tested:		

Temperature Screening: Using a temporal thermometer _____

I attest that I have read the above Guidelines for Visitation During COVID-19 and agree to abide by them. I attest I have answered all the screening questions truthfully.

Visitor Signature: _____ Date: _____ Phone# _____

OFFICE USE ONLY:

Signature of Staff Member Completing Screening: _____

Post Visitation Self Screen

For the safety of the residents and community, we ask that you monitor yourself for the following symptoms for the **next 14 days:**

New or worsening cough
Shortness of breath or difficulty breathing
Fatigue
New Muscle or body aches
Headache
New loss of taste or smell
Sore throat
Congestion or runny nose
Nausea or vomiting
Diarrhea

If any symptoms develop, or you test positive for COVID-19, we encourage you to alert the following:

- ✓ Baldwin Care Center, Denise Hague, Director of Nursing or Nurse Supervisor on duty 715-684-3231
- ✓ St. Croix County Public Health Phone 715 246 8224 email Covid@sccwi.gov
- ✓ Your primary physician