



Resident Visitation Policy  
Effective and updated July 9, 2021

On March 13, 2020 the New York State Department of Health issued guidance to adult care facilities (ACF's) limiting visitation to medically necessary or end of life services. As of July 10, 2021 The New York State Department of Health will now permit visitation as long as ACF's are meeting certain guidelines. Part of those guidelines include implementing the following visitation policy.

1. A Visitor is any non-employee within the building, including practitioners, building contractors, ombudspersons, government employees, volunteers or any other non-employee.
2. Visitors under the age of 16 must be accompanied by an adult aged 18 years or older.
3. Adequate staff are present to help with the transition of residents, monitoring of visitation, and cleaning and disinfecting visitation areas after each visit.
4. Signage regarding facemask utilization and hand hygiene practices and applicable floor markings to cue social distancing delineations are present.
5. Pets are not permitted to visit.
6. Visitors are screened for signs and symptoms of COVID-19 prior to resident access and are refused access if they exhibit any symptoms or do not pass the screening questions. Screening must consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19, which shall include questions regarding international travel. Documentation of the screening questions asked will be maintained onsite and will make it available upon request to the Department of Health.
7. Documentation of visitor screening must be maintained onsite in an electronic format and available upon request of the Department of Health for purposes of inspection and potential contact tracing. Documentation **will** include the following for each visitor, practitioner or representative of the long-term care ombudsman program (LTCOP) to the ACF:



- i. First and last name of the visitor;
  - ii. Physical (street) address of the visitor;
  - iii. Daytime and evening telephone number;
  - iv. Date and time of visit;
  - v. Email address if available; and
  - vi. A notation indicating the individual cleared the screening (both temperature and questions) that does not include any individual temperatures or other individual specific information.
8. Areas where visitors and residents meet are appropriately disinfected between visitations using an EPA-approved disinfectant.
  9. Adequate PPE is available to ensure residents wear a facemask or face covering during visitation.
  10. All Visitors must wear a face covering at all times, even if vaccinated. The facility will provide a facemask if the visitor shows up without a face covering.
  11. Alcohol-based hand sanitizer is available to visitors and residents.
  12. Visitation within resident apartments is permitted but no more than two visitors at a time.
  13. Visitation can be inside in a well-ventilated common space when all are appropriately socially distanced and wearing a facemask or face covering while in the presence of others.
  14. At no time shall the total number of visitors inside the building exceed ten total visitors, including practitioners, building contractors and others who sign into the building.
  15. Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period are not eligible for visits.



16. A short easy-to-read fact sheet outlining visitor expectations including appropriate hand hygiene and face covering requirements will be provided upon initial screening to all visitors.
17. A team including the administrator, case manager and nursing staff will review visitation program compliance with the July 8, 2021 Health Advisory.
18. If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting during the duration of the COVID-19 state declared public health emergency.
19. Visiting Hours will be from 9:00am to 7:00pm only.
20. Visits should be scheduled in advance with the front desk. If you are not able to make a scheduled appointment, please call the front desk so that spot can be opened for someone else. If you do not have an appointment, you will be permitted to visit, as long we are not exceeding our maximum number of visitors.
21. The New York State Department of Health can halt visitation at the ACF at any time due to community or facility spread of infection or based on the Department's identification of failure to comply with one or more elements of this policy. If that is the case then the Personal Caregiving and Compassionate Caregiving policy will go into effect.

**Personal Caregiving and Compassionate Caregiving Policy:**

**Policy:** All residents shall be afforded the opportunity to designate at least two personal caregiving visitors (PCV) and two compassionate caregiver visitors (CCV).

**Procedure:**

**Designation and Modification of PCV and CCVs**

- 1) All residents residing in the facility on or before 6/1/2021 must be afforded the opportunity to designate at least two personal caregiving visitors (PCV) and two compassionate caregiver visitors (CCV) prior to June 15, 2021.



- 2) All residents moving into the facility on or after 6/2/2021 will be afforded the opportunity to designate at least two personal caregiving visitors and two compassionate caregiver visitors at the time of admission or readmission.
- 3) If a resident lacks capacity to designate PCVs and/or CCVs, the resident representative shall be given the opportunity to designate the PCVs or CCVs.
- 4) Each resident, or resident representative, if applicable, shall be afforded the opportunity to name up to two PCVs or CCVs.
- 5) The facility must record in the case management notes the date that it inquired as to the PCV and CCV designation, record the initial designations and any changes in the case management notes.
- 6) The facility must inquire with the resident, or resident representative, if applicable, every six months, or earlier upon change of condition, if a change in the designated PCV or CCV is desired.

### **Activation of PCV Visitation**

In the event of a personal health emergency declared under the state executive law, residents should be afforded the following rights with respect to their PCV:

### **Limitation of Access to a PCV**

#### *Denial of Access to a PCV*

A PCV may be denied access to the facility if the facility:

- 1) Has reasonable cause to believe the resident will not benefit from the visits, however, if Resident or PCV disputes this determination, the facility may require a health or mental health professional to provide a written statement of the substantial benefits of the PCV. Such statement may be made by providers like physicians, RNs, licensed clinical social workers, psychologists, psychiatrists and other qualified providers licensed in New York State. Such documentation must be maintained in the resident's case management file.
- 2) If the PCV is likely to pose a threat of serious physical, mental or psychological harm and that denying the visit is in the best interest of the resident



If the facility denies visitation to a particular PCV, it must:

- 1) Document such denial in the case management notes
- 2) Communicate decision to refuse visit to the resident and PCV on the same day

#### Removal of a PCV

Notwithstanding any requirement to afford PCV's access, the facility may remove a PCV who is causing or reasonably likely to cause physical injury to any resident or personnel.

#### Suspension of PCV Visits

The facility may suspend access of all PCVs on a temporary basis if:

- 1) There is a communicable disease that the Department finds has an infection rate that presents a serious risk
- 2) The facility is experiencing a temporary staffing shortage which it has reported to the state
- 3) There is an acute emergency at the facility such as loss of power, loss of elevators or loss of an essential service

In the event of a temporary suspension of access, the facility must

- 1) Notify all residents within 24 hours
- 2) Notify all resident representatives within 24 hours
- 3) Notify its regional office within 24 hours
- 4) Document each day such temporary suspension continues the reason for such suspension
- 5) Facilitate remote visitation for all residents via phone, video or other means.

#### **PCV Visitation Rules**

All PCVs can be required to adhere to applicable infection control measures, including

- 1) Testing for communicable disease
- 2) Temperature check (access to be denied if temperature is above 100 degrees Fahrenheit)
- 3) Health Screening
- 4) Wearing of PPE (facility will provide PPE if needed)



- 5) Social Distancing, other than when necessary to provide personal care for the resident.

The facility has established the following restrictions on the frequency, duration, and number of visits by a PCV, provided such restrictions may only be enforced if consisted with the residents' care and:

- 1) The frequency of PCV visits can be no more frequent than Daily
- 2) The duration of PCV visits can be no longer than 1 hour

These restrictions were developed to be permissive enough to ensure that residents are able to receive their designated personal caregiving visitors for their desired frequency and length, and the restrictions have been put into place to:

- 1) Allow for resident's clinical and personal care needs to be met;
- 2) Ensure that the roommate will have adequate privacy and space to receive their own personal caregiving visitors;
- 3) Because increased frequency or duration of visitation would impair the effective implementation of applicable infection control measures, including staff screening and monitoring of visitors;
- 4) Because increased frequency would deplete personal protective equipment necessary to ensure an adequate supply for all PCVs.

### **Compassionate Care Visitation**

A resident is entitled to receive Compassionate Care Visitation when a resident is:

- 1) In the end of their life
- 2) Had previously lived with family and is now struggling with their change of environment
- 3) Is grieving a recent loss
- 4) Experiencing weight loss or dehydration, and requires cuing or encouragement with eating or drinking, which was formerly provided by family members
- 5) Experiencing out of character emotional distress, seldom speak or frequent crying.

Compassionate care visitation is permitted regardless of other visitation restrictions that are in place.



Compassionate care visitors are required to subject themselves to screening for communicable disease and practice social distancing, except for where physical contact would be beneficial and the CCV agrees to follow infection control protocols, use PPE, practice hand hygiene and limit the duration of physical contact.

**Documentation of PCV and CCV Visits**

The facility must document in the resident's case management file when PCV or CCV is provided.