

Pinecrest Manor

Resident Re-opening Visitation Guidelines

Pre-visitation:

- All resident visitations must be prescheduled and occur during facility set visitation hours.
- Visitors must call no more than 24 hours prior to the visit to answer screening questions. Visitor should call 815-734-4103 (Manor) 815-734-1747 (Terrace) between 8 am and 4 pm Monday through Friday. If a visit is to occur on Sunday, please call during the week to schedule a Saturday screening call.
- Visitors will complete the visitor check-in at the Accushield check in station—they will receive a visitor sticker once completed and should be worn during the visit.
- Visitors must be masked at all times (mask must cover mouth and nose at all times) and complete hand hygiene upon entry to the facility as well as when departing the facility.
- The facility will escort the visitor(s) to the resident's room for the visit—visitation will be up to 1 hour in length. Once the visit has been concluded, the visitor(s) must pull the call-light or call the specified cell phone number to notify staff that they are ready to leave the resident's room; staff will escort the visitor(s) to the Welcome Center for the Manor or the Accushield check in area for the Terrace—visitors will sign out at that time on the Accushield system. At no time should the visitors go to another resident's room or to another area within the facility.

Visitation:-Refer to IDPH Algorithm

- Outdoor visitation is preferred—if the visitor(s) prefer to visit outdoors, this must be communicated at the time of scheduling the visit. Pinecrest Manor/Terrace will have specific areas outdoors for visitation—staff will assist the visitor(s) and the resident to this area. Visitors must request that the visit be held out-doors so staff is available to monitor the visit. Once the visit is concluded, the staff member monitoring the visit will assist the resident back to their room. The visitor will still need to complete the Accushield COVID check-in questions and temperature screening prior to the outdoor visit. They will not need to enter the facility to sign out of the Accushield system.
- Indoor visitation is permissible—there may be no more than (2) visitors at a time per resident (Manor 4 residents per hour and Terrace 2 residents per hour=Manor 8 visitors Terrace 4 visitors)—face covering/mask must be worn at all times and the resident is to be masked during the visit. The facility encourages a 6 foot distance; if the resident is fully vaccinated, they may choose to have close contact (including touch) with their visitor (masked/hand hygiene completed). Visitors will be directed to physically distance from other residents and staff within the facility. The facility will have scheduled visitation hours daily at 9:00-11:00 a.m. and 1:00 p.m.-4:00 p.m. seven days per week. Other hours may be scheduled if visitors are unable to schedule during these times. The facility will have visitation set for one hour time frames with each resident being allowed up to two visitors—the facility per hourly visit may have eight visitors (Manor) four visitors (Terrace) being the maximum number of visitors allowed within the facility during the one hour time frame (this does not include compassionate/hospice visitors).
- *Fully vaccinated refers to a person who is > 2 weeks following receipt of the second dose in a 2-dose series, or > 2 weeks following receipt of one dose of a single-dose vaccine, per the CDC's Public Health Recommendations for Vaccinated Persons.*

- Circumstances that will limit indoor visitation:
 - Unvaccinated residents, if the nursing home's COVID-19 county positivity rate is > 10% **and** <70% of residents in the facility are fully vaccinated.
 - Resident with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met the **criteria to discontinue Transmission-Based Precautions**; or
 - Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine.

Indoor Visitation during an Outbreak:

An outbreak exists when a new nursing home onset of COVID-19 occurs (resident or staff). When a new case of COVID-19 among residents or staff is identified, a facility should immediately begin outbreak testing and suspend all visitations until at least one round of facility-wide testing is completed. Visitation can resume based on the following criteria:

- If the first round of outbreak testing reveals **no additional COVID-19 cases in other areas (e.g. units) of the facility**, then visitation can resume for residents in areas/units with no COVID-19 cases. However, the facility should suspend visitation on the affected unit until the facility meets the criteria to discontinue outbreak testing.
- If the first round of outbreak testing **reveals one or more additional COVID-19 cases in other area/units of the facility** (e.g. new cases in two or more units), then the facility should suspend visitation for all residents (vaccinated and unvaccinated), until the facility meet the criteria to discontinue outbreak testing.
- Visitors will be notified about the potential for COVID-19 exposure in the facility and the need to adhere to infection prevention principles; including effective hand hygiene and use of face-coverings.
- Hospice and compassionate care visits will be allowed at all times for any resident (vaccinated or unvaccinated) regardless.

Visitor Testing and Vaccination:

- Visitor testing is not required for visitation—vaccination is encouraged when the vaccine becomes available to the visitor.

Transmission-Based Precautions:

- Residents who are on transmission-based precautions for COVID-19 should only receive visits that are virtual, through windows, or in-person for compassionate care/hospice situations, with adherence to transmission-based precautions. These restrictions will be lifted once transmission-based precautions are no longer required per CDC guidelines, and other visits may be conducted as outlined above.

Age Limitation of Visitors:

- The facility will not limit the age of the visitor (18 years and below), those 2 years of age and above must be masked at all times and follow visitor guidelines outlined within this plan. Children who are visiting a resident are included in the (2) visitor count—adults need to be mindful if the child is able to follow all guidelines set forth within this plan; if the adult feels the child is unable to abide by the guidelines, window visits should be utilized.

Compassionate 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. Examples of other type of compassionate care situations include, but are not limited to:

- A resident who was living with their family before recently being admitted to a nursing home is struggling with the change of environment and lack of physical family support.
- A resident who is grieving for a friend or family member recently passed away.
- A resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.
- A resident who used to talk and interact with other is experiencing emotional distress, seldom speaking, or crying more frequently (when the facility had a resident who used to talk and interact with others is experiencing emotional distress, seldom speaking, or crying more frequently (when the resident had rarely cried in the past).

Allowing a visit in these situations would be consistent with the intent of “compassionate care situations.” Also, in addition to family members, compassionate care visit can be conducted by any individual who can meet the resident’s needs, such as clergy or lay person offering religious and spiritual support. Furthermore, the above list is not an exhaustive list as there may be other compassionate care situations not included.

- Visits for compassionate reason will be initiated by Pinecrest’s clinical team.
- Pinecrest clinical team will establish the number of visits allowed per week.
- One family member or representative will be designated as the person who will come for the visit.
- Visitor must call no more than 24 hours prior to the visit to answer screening calls. Visitor should call 815-734-4103 (Manor) 815-734-1747 (Terrace) between 8 a.m. and 4 p.m. Monday through Friday. If a visit is to occur on Sunday, please call during the week to schedule a Saturday screening call.
- Upon arrival at Pinecrest, visitor must sanitize hands; complete the Accushield COVID screening questions and temperature check. Any ‘yes’ answers to the screening questions or a temperature of greater than 99.9 will require the visitor to leave.
- Face covering must be worn over the mouth and nose at all times.
- Visitor must go directly to their resident’s room.
- Face covering must be worn, if the resident is fully vaccinated touch may occur otherwise physical distancing of 6’ or greater is encouraged to be maintained during the visit.
- Needs for compassionate visits will be assessed by the clinical team periodically and visitation may be suspended based on clinical observations. Visitation may be reinstated if a clinical need would arise.
- Compassionate visits should be no longer than (1) hour in length-with the possibility of a longer length of visit dependent upon the situation, visitors may not be unmasked during the visit for such things as dining with a resident etc.

Visits for Hospice Residents Not Actively dying:

- One-two visitors will be allowed per day. Family members should communicate with each other to plan visits to meet this requirement. If another visitor arrives during the same day, they will not be allowed to visit. Please help us avoid this uncomfortable situation by communicating with your family members in advance.
- Visitor must call no more than 24 hours prior to the visit to answer screening calls. Visitor should call 815-734-4103 (Manor) or 815-734-1747 (Terrace) between 8 am and 4 pm Monday through Friday. If a visit is to occur on Sunday, please call during the week to schedule a Saturday screening call.
- Upon arrival at Pinecrest, visitor must sanitize hands; complete the Accushield COVID screening questions and temperature check. Any 'yes' answers to the screening questions or a temperature of greater than 99.9 will require the visitor to leave.
- Face covering must be worn over the mouth and nose at all times.
- Visitor must go directly to their resident's room.
- If the resident is fully vaccinated physical touch may occur, if not, 6' distancing is encouraged during the visit.
- There are no limits to the length of the visit, but visitors should be mindful of the resident's condition—visitors may not be unmasked during the visit for such things as dining with a resident etc.

Hospice/Compassionate End of Life Visits for Resident Who is Actively Dying:

- No more than (4) visitors are allowed at any one time.
- Visitor must call no more than 24 hours prior to the visit to answer screening calls. Visitor should call 815-734-4103 (Manor) or 8150734-1747 (Terrace) between 8 am and 4 pm Monday through Friday. If a visit is to occur on Sunday, please call during the week to schedule a Saturday screening call.
- Upon arrival at Pinecrest, visitor must sanitize hands and complete the Accushield COVID questions and temperature screening. Any 'yes' answers to the screening questions or a temperature of greater than 99.9 will require the visitor to leave.
- Face covering must be worn over the mouth and nose at all times
- Visitor must go directly to their resident's room.
- If the resident is fully vaccinated physical touch may occur, if not, 6' distancing is encouraged during the visit.
- There are no limits to the length of the visit.

Visitors From Out of State:

- Any visitor coming from out of state must be directed to the Infection Preventionist of designee to discuss the possible visitation. At the time of the request, the facility will assess the request and make recommendations for how the visitation may occur such as: window visit, limited in-facility visitation etc.—this will be based on a case-by-case review.