

**PICKERING MANOR**  
**PERSONAL CARE NEIGHBORHOOD**  
**VISITATION PROTOCOLS**

As per the CMS Memorandum issued 9/17/2020, Pickering Manor will continue the basis Core Principles of Infection Control and adapt the revised Visitation guidelines.

**Core Principles of COVID-19 Infection Prevention**

- Screening of all who enter the facility for signs and symptoms of COVID-19 (i.e., 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 sanitizer is preferred)
- Face covering or mask (covering nose and mouth)
- Social distancing of at least six feet between persons
- Instructional signage throughout the facility and proper visitor education on COVID-19 signs and symptoms, infection control precautions, and other applicable facility practices (i.e., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
- Cleaning and disinfecting high frequency touched surfaces in the facility often, and designated visitation areas after each visit.
- Appropriate staff use of Personal Protective Equipment (PPE)
- Effective cohorting of residents (i.e., separate areas dedicated COVID-19 care)
- Resident and staff testing conducted as required.

Visitation shall be person-centered while considering the residents' physical, mental, and psychosocial well-being and supporting their quality of life.

Plexiglass barriers shall be used in indoor neutral visiting zones and privacy will be allowed as much as possible as visits are monitored from a distance. Visitors who are unable to adhere to the core principles of COVID-19 infection prevention will not be permitted to visit and will be asked to leave.

There are 4 basic types of Visitation and each are outlined below:

## **Outdoor Visitation**

Outdoor visits continue to be the preferred type of visitation due to the decreased risk of transmission due to increased space and airflow. Therefore, all visits should be held outdoors whenever practical. Outdoor visits for Personal Care Neighborhood residents will be held on the Garden Terrace. When visiting on the Terrace, visitors will be screened inside the front door of the Yates Pavilion and proceed down the stairs and outside to the Terrace. Residents will be escorted from their neighborhood to the Terrace via the side door. Social distancing of 6-feet must be maintained at all times during visit. All other protocols as listed above must be recognized.

## **Indoor Visitation**

While outdoor visitation is preferred, indoor visitation will be accommodated based upon the following guidelines.

- 1) There has been no new onset of COVID-19 cases in the last 14 days and the facility is not currently conducting outbreak testing.**
- 2) Visitors are limited to 1 visitor per indoor visit.**
- 3) Appointments must be made prior to visiting.**

- **NOTE: Indoor visitation is dependent upon the current County Positivity Rate. 0-5% is considered Low; indoor visitation is permitted. 5-10% is considered Medium; indoor visitation is permitted. Above 10%; visitation, other than End-of-Life visits are NOT permitted.**

Indoor visits will take place in the Yates Pavilion Lobby inside the front doors. A plexiglass barrier will be in place with a marked area that indicates the 6-foot distance separation. Residents will be accompanied by a staff member from the neighborhood to the lobby. All visits will be monitored from a distance to allow privacy. Visitors must use the Yates Pavilion entrance and will be screened as they enter. They will be seated on the other side of the plexiglass barrier. All spaces will be cleaned and sanitized between visits.

## **Compassionate Care Visits**

Compassionate Care Visits are now permitted as per the new CMS guidelines. These visits are to be reserved for those residents who are suffering a noticeable decline that has resulted in depression, loss of appetite/weight or any other area that is documented as a change of condition. These visits may take place weekly as per the residents' status and should be part of their Support Plan.

To ensure the safety of all residents and staff, Compassionate Caregivers should adhere to the following steps and recommended safety precautions:

- Caregivers will need to show proof of a negative COVID-19 test that was administered within the prior 7 days, preferably 72 hours if testing turn-around times allow, before initiating Caregiver duties.
- Caregivers will undergo screening prior to entering the facility, adhere to universal masking with a cloth face covering, practice frequent hand sanitization and social distancing from staff and other residents.
  - Social distancing from the resident receiving Compassionate Care is strongly preferred but not required if distancing would not achieve the intended health outcomes of the visit.

NOTE: A staff member will contact you to schedule these visits should the resident qualify for them based upon the criteria. Visits will be monitored and will take place in a neutral zone, not in a resident area at this time. Visits are limited to 2 persons/resident.

**It is imperative that all family and visitors recognize the importance of these protocols in regard to the safety and well-being of all residents and staff.**

#### **End-of-Life Visitation**

Pickering Manor will continue to observe and encourage End-of-Life visitation. These visits will allow families (no more than 2 visitors at one time) to sit bedside with a resident who has been deemed by assessment to be near end-of-life. Visitors will be asked to don full Personal Protective Equipment (PPE) since they will be going into resident areas. There is no time limit other than a request to be mindful of the neighborhood and privacy as well.

- **All visits are by appointment only. Compassionate Care and End-of-Life visits will be facilitated by a Staff Member.**

#### **ALL VISITORS MUST**

- Have no signs or symptoms of illness of self or household family members;
- Have temperature taken upon arrival (below 99.3°);
- Use hand sanitizer and be screened and checked in by staff;
- Maintain Social Distancing of at least 6-ft;
- **MAINTAIN NO PHYSICAL CONTACT;**
- Bring and wear face mask **AT ALL TIMES**;
- No food or drink permitted while visiting;
- Have temperature taken and use hand sanitizer after visiting;

## **ALL RESIDENTS MUST**

- Be Covid-19-free with no signs or symptoms of illness
- Have temperature taken before visit (below 99.3°) and use hand sanitizer
- Maintain Social Distancing of at least 6-ft;
- **MAINTAIN NO PHYSICAL CONTACT;**
- Wear face mask **AT ALL TIMES**:
- Have temperature taken and use hand sanitizer after visiting

- ❖ **Visits will be scheduled at 2 visits/week as space/time allows.**
- ❖ **Visits are limited to 20 minutes when space/time allows.**
- ❖ **Visits will be limited to 2 visitors per visit. No pets permitted.**
- ❖ **Visiting spaces will be monitored and sanitized between each visit.**

### **HOURS OF VISITATION**

**Call facility (215-968-3878) and ask for Karen in Personal Care or email her at [kteifer@pickeringmanor.org](mailto:kteifer@pickeringmanor.org) to check availability and schedule an appointment Tuesday through Saturday.**

**Tuesday/Wednesday/Friday/Saturday: 9:30 am through 4:00 pm; Thursday: 11:00 am through 6:00 pm.**

**Please Note:** As visitors and family members of our residents, we expect no less from you than we have expected from our staff. Therefore, we strongly encourage you to avoid large public gatherings; wear a face mask while in public or inside a room that is not your home; and **quarantine or test if traveling**. While this is a State requirement, it is also considered a 'best practice'. It will support the Baseline Testing that has been performed at the facility. Once you have received the negative results of the test, consider having the test repeated should you travel again outside the State of PA or are otherwise in a space where you feel you may have been exposed.

10/1/2020