



The Wesleyan Skilled Nursing and Rehabilitation

Designated Essential Caregiver / General Visitation - COVID-19

Policy:

This policy defines the guidance under which designated Essential Caregivers and General Visitors may visit residents in The Wesleyan Skilled Nursing and Rehabilitation. Designed to ensure the safety and well-being of residents as well as visiting family members and/or friends, the guidelines follow those set forth by the Texas Health and Human Service Commission (HHSC), Centers for Medicare and Medicaid (CMS), and the Center for Disease Control and Prevention (CDC).

Facility Guidance:

The Wesleyan will follow guidance provided by the local Health Department, Texas Health and Human Services Commission, and the Texas Department of State Health Services and Centers for Medicare and Medicaid regarding any potential changes to procedures. Policies and procedures are subject to change based on regulatory guidance, executive order and/or the needs of the residents and staff of The Wesleyan. The Wesleyan will provide as much notice as is possible when changes/updates occur. The Wesleyan will provide equal access to all residents for visitors and essential caregivers.

Testing:

The facility (NF) will continue to utilize the Williamson County positivity rate for required testing as stipulated by CMS guidelines and additional facility visitation requirements. County positivity rates will be monitored every other week per CMS guidance.

In the event that a resident has been potentially exposed to a visitor who exhibits symptoms or tests positive for COVID-19, the facility will implement contact tracing to determine risk levels for additional testing. (See COVID-19 Testing Policy.)

Types of Visitation:

- Indoor Visits – A personal visit between a resident and one or more personal visitors that occurs in-person in a dedicated indoor space. Only permitted for **COVID-19 negative status**.

- Outdoor Visits – A personal visit between a resident and one or more personal visitors that occurs in-person in a dedicated outdoor space. Only permitted for **COVID-19 negative status**.
- End-of-Life Visits – A personal visit between a visitor and a resident who is receiving hospice services; who is at or near end of life, with or without receiving hospice services; or whose prognosis does not indicate recovery. **An end-of-life visit is permitted in all facilities and for all residents at or near the end of life.** No physical boundaries must be maintained during end-of-life visitation. However, physical distancing must be maintained between the visitor and all other persons in the facility.
- Essential Caregiver Visits – A family member or other outside caregiver, including a friend, volunteer, clergy member, private personal caregivers or court-appointed guardian, who is at least 18 years old and has been designated by the resident or legal representative. **An essential caregiver visit is permitted in all facilities for all residents. No physical boundaries must be maintained during visitation.**
- Salon Visits – A personal visit between a resident and a salon services visitor (or staff) as confirmed by HHSC. A salon visit is permitted in all facilities for residents who have **COVID-19 negative status.** (Specific Salon Procedures are expanded on pg. 9.)
- Visits from Persons Providing Critical Assistance – Providers of essential services, persons with legal authority to enter, family members or friends of residents at end-of-life, and two designated essential caregivers.

Note: All visitors (personal visitor, essential caregiver, and end-of-life visitor) must maintain physical distancing of at least six feet between themselves and all other persons in the facility.

Notifications:

- At any time that the facility experiences an outbreak (as defined by HHSC guidance) of COVID-19, the facility will follow appropriate reporting guidelines for additional testing and interventions which may include, but are not limited to, halting specific types of visitation.

Communication:

As The Wesleyan continues to respond to the evolving challenges of the pandemic, The Wesleyan will remain in communication with residents, resident representatives, families and neighboring facilities. The Wesleyan's goal is to continue to protect our residents and staff along with reuniting loved ones in support of providing social and emotional support in the safest environment possible.

The Wesleyan will communicate procedure implementation and changes at the facility by means of the following:

- Letters
- Phone Calls
- Emails

Visitors will be informed that the Visitation Policy may change at any time due to variable circumstances. The facility will make every effort to notify visitors in an ample amount of time.

Resident Preparation for Essential Caregiver Visits:

1. Information will be provided to the resident about visitation protocols, requirements and the facts about COVID-19.
2. The resident must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit.
3. The resident will be advised, per facility guidelines, to wear a facemask at all times while out of the room.
4. The resident will follow hand hygiene protocols before and after visitation.
5. If the resident is ill, has symptoms consistent with COVID-19, or has tested positive for COVID-19, they will not be able to participate in visitation ***except in end-of-life situations or when visited by their Designated Essential Caregiver(s).*** If necessary, an alternate means of visitation will be offered, such as a virtual visit (with assistance from staff if needed).
6. If the resident was visited by a person, who, after the visit, was confirmed to have signs and symptoms of COVID-19, active COVID-19 infection or other communicable diseases, and is identified as **high-risk exposure**, the resident will be quarantined for 14 days and monitored for signs and symptoms of COVID-19.
7. The resident will be encouraged to follow infection control practices during visitation.

Visitor Screening:

1. Upon arrival, all visitors must use the electronic device located at the facility's main entrance to submit their COVID-19 screen.
 - a. Visitor logs that include name of visitor, date and time of screening and the results of the screening will be maintained electronically.
2. **A Visitor who meets any of the following screening criteria must leave the facility property and reschedule the visit:**
 - a. Fever defined as a temperature of 99.6 Fahrenheit and above, or signs or symptoms of a respiratory infection, such as cough, shortness of breath, or sore throat;
 - b. signs or symptoms of COVID-19, including chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea;
 - c. additional signs and symptoms as outlined by the Centers for Disease Control and Prevention (CDC) in Symptoms of Coronavirus at cdc.gov;
 - d. close contact in the last 14 days with someone who has a confirmed diagnosis of COVID-19, is under investigation for COVID-19, or is ill with a respiratory illness; or
 - e. has tested positive for COVID-19 in the last 10 days.
3. A person providing critical assistance who has had contact with an individual with COVID-19 positive or COVID-19 unknown status, but does not meet the CDC definition of close contact or unprotected exposure, **will not be denied entry to the facility unless the person providing critical assistance does not pass the screening criteria described above in 2a-c, and e.**

Essential Caregiver Visitor Requirements:

1. There may be up to two permanently Designated Essential Caregiver visitors per resident.
2. Up to two Essential Caregivers may visit a resident at the same time.
3. Essential Caregivers will schedule all visits as directed by the facility and/or with designated facility staff at least 24 hours prior to arriving at the facility.
4. The visit may occur outdoors, in the resident's bedroom, or in another area in the facility that limits visitor movement through the facility and interaction with other residents.
5. Essential Caregivers do not have to maintain physical distancing between themselves and the resident they are visiting, but they must maintain physical distancing of at least six feet between themselves and all other residents and staff.
6. The resident must wear a facemask or face covering over the mouth and nose (if tolerated) throughout the visit.
7. Essential Caregivers will sign a written agreement and acknowledgement of education that they understand and agree to follow the applicable policies, procedures, and requirements.
8. Training will be provided to each Designated Essential Caregiver on proper PPE usage and infection control measures, hand hygiene, and cough and sneeze etiquette.
9. Essential Caregivers will be required to wear a surgical facemask and appropriate PPE for visitation, and it must be worn at all times. The surgical facemask must cover both the mouth and nose. If the Essential Caregiver has not arrived with an appropriate mask, a mask will be provided during the screening process.
 - a. Essential Caregivers will wear full PPE for visitation with a resident whose COVID-19 status is "unknown."
10. Essential Caregivers must follow hand hygiene protocols with handwashing and/or hand sanitizer before and after the visit.
11. Essential Caregivers will enter and exit the facility only at designated front entrances.
12. Essential Caregivers will be advised of the designated areas for visitation outside of the resident room.
13. Essential Caregivers must not participate in visits if the Essential Caregiver has signs and symptoms of COVID-19 or an active COVID-19 infection.
14. An Essential Caregiver who does not meet screening protocols will *not* be permitted to attend the visit.
15. Essential Caregivers will be advised that they are not allowed to share a meal with the resident.

Essential Caregivers will be advised that failure to comply with visitation instruction and guidance will result in inability to attend the visitation and visits may be cancelled.

Facility Staff Preparation for Essential Caregiver Visits:

1. The facility staff will document the identity of each Essential Caregiver in the resident record in Resident Profile section indicating Designated Essential Caregiver.
2. The facility staff will verify the identity of the Essential Caregiver by creating an Essential Caregiver badge and will verify and document identity before each visit.

3. The facility staff will inform the Essential Caregiver of applicable policies, procedures and requirements and maintain documentation in the resident's clinical record.
4. The facility staff will ensure the Essential Caregiver has a signed agreement on file which documents that the Essential Caregiver received training on proper use of PPE, expectations of infection control and requirements of visitation.
5. The facility staff will approve the Essential Caregiver's facemask and other appropriate PPE based on the COVID-19 status of the resident, or they will provide an approved facemask and other appropriate PPE.
6. The facility will maintain a record of each Essential Caregiver visit, including date and time of arrival and departure, name of Essential Caregiver visitor, name of the resident visited and attestation that the identity of the essential caregiver was confirmed.
7. The facility will advise the visitor to wash their hands and/or use alcohol-based gel prior to and at completion of visit.
8. The facility will provide hydration during the visit, and if the visit occurs outdoors, will monitor the temperature to ensure the resident and visitor are comfortable.
9. Staff members will wear a facemask and appropriate PPE at all times as required by the facility.

Space Preparation for All Visitation:

1. Designated space to utilize in the event that the resident has a roommate will be identified by the facility.
2. For General Visitors, visitation will take place only in specific, identified areas.
3. The facility will ensure a safe visiting area for outdoor visits, considering outside temperatures and ventilation.
4. Designated visitation areas will be cleaned and disinfected between each visitation with special attention to high-touch surfaces, including, but not limited to, door handles, handrails, window, seating utilized, communication devices utilized, etc.
5. Manufacturer's instructions will be followed for all cleaning and disinfection products (e.g., concentration, application method and contact time, necessary personal protective equipment, etc.).
6. The outdoor area that is designated will be separated from residents and will limit the ability of the Essential Caregiver to interact with residents other than the resident with whom they are designated to visit.
7. Designated space for visitation will be fully ADA accessible.

Visitation Days / Hours:

Visitation Days/Hours will be communicated to Visitors and posted at each facility.

Visitation times are subject to change as determined by facility.

The number of visitors to be allowed in the facility will be determined by each program based on resident needs, availability of staff, number of requests for visitation, etc.

Scheduling Procedure for All Visitors:

1. Essential Caregiver / General Visitors will contact the facility via phone or email, using the designated staff member's email address, to schedule an appointment.
2. Essential Caregiver Designation(s) will remain in effect until changed by the resident (or the resident's Responsible Party if the resident is unable to make this determination).
 - a. The facility will document the change and adhere to all requirements stated in this policy for the newly assigned Designated Essential Caregiver.
3. Visitation will be scheduled so all residents have equal access. Once all the visitation spots are taken, the General Visitor may call the facility and check to see if there were any cancellations that may make additional spots available.
4. The facility will determine the number of visitors allowed in the building at one time.

Documentation for Essential Caregiver Visits:

1. The facility will maintain documentation of the Essential Caregiver Visitor's Agreement to follow applicable policies, procedures and requirements and Acknowledgment of Education. (Information will be scanned into PCC – Documents – Essential Visitor Agreements and Acknowledgement of Education.)

Indoor Visitation for General Visitors:

To permit indoor visitation, the facility must:

1. Have separate areas, units, wings, halls, or building designed for COVID-19 positive, COVID-19 negative and unknown COVID-19 status resident cohorts; and
2. Ensure staff are designated to work with only one resident cohort and the designation does not change from one day to another.

If the facility meets 1 & 2 of the above, and has at least one confirmed COVID-19 case in the last 14 days in staff working in the area, unit, wing, hall or building that accommodates residents who are COVID-19 negative, or at least one confirmed facility-acquired case in residents in the COVID-19 negative areas, unit, wing, hall or building, the facility may not permit indoor visitation, with the exception of Essential Caregiver and end-of-life visits, until the facility meets the following criteria:

1. Outbreak testing is conducted.
2. The first round of outbreak testing revealed no additional COVID-19 cases in other areas, units, wings, hall, or building that accommodate residents who are COVID-19 negative; and
3. Indoor visitation is suspended for the affected area, unit, wing, hall, or building that accommodates residents who are COVID-19 negative until the facility meets the criteria to discontinue outbreak testing.

All visitors must maintain physical distancing of at least six feet between themselves and all other persons in the facility.

The facility will use the COVID-19 Williamson County positivity rate as additional information to determine facilitation of indoor visitation.

1. If the positivity rate is < 10%, the facility will permit essential caregiver visits, end-of-life visits, outdoor visits, and indoor visits.
2. If the positivity rate is > 10% and at least 70% of the residents in the facility are fully vaccinated, the facility will permit essential caregiver visits, end-of-life visits, outdoor visits, and indoor visits.
3. If the positivity rate is >10% and fewer than 70% of the residents in the facility are fully vaccinated, the facility will:
 - a. Limit indoor visits, not including essential caregiver and end-of-life visits, to fully vaccinated residents with COVID-19 negative status; and
 - b. Permit outdoor visits, end-of-life visits, and essential caregiver visits.

Facility Staff Preparation for General Visitation:

The facility will provide instructional signage throughout the facility and proper education regarding:

1. The signs and symptoms of COVID-19
2. Infection control precautions; and
3. Other applicable facility practices (e.g. use of facemask or other appropriate PPE, specific entries and exits, routes to designed visitation areas, hand hygiene).

General Visitation Limitations:

1. Visitation appointments will be scheduled to allow time for cleaning and sanitization of the visitation area between visits.
2. Indoor visits and outdoor visits are permitted for general visitation only for residents who are **COVID-19 negative**.
3. A **fully vaccinated resident** wearing a well-fitting face covering or facemask may
 - a. Choose to have close or personal contact with a visitor during indoor or outdoor visit.
4. A resident who is not fully vaccinated must maintain physical distance during an indoor or outdoor visit.
5. Essential Caregiver visitor and end-of-life visitors do not have to maintain physical distancing between themselves and the resident they are visiting.
6. All visitors must maintain physical distancing of at least six feet between themselves and all other persons in the facility.
7. Visits are permitted where adequate space is available as necessary to ensure physical distancing between visitation groups and safe infection prevention and control practices, including in the resident's room.
8. The visitor must wear a facemask or face covering over both mouth and nose throughout the visit and while in the nursing facility.
9. The resident must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit. A resident may remove their facemask to eat or drink during the visit.

10. Cleaning and disinfecting of the visitation area, furniture and all other items will be performed before and after each visit.
11. Comfortable and safe outdoor seating will be provided for visits considering outside temperatures and ventilation.
12. The facility will provide hand washing stations or hand sanitizer to the visitor and resident before and after visits.

Resident Preparation for General Visitation:

All interventions will be followed as with Essential Caregiver Visitors (see pgs. 3-4) , but the following stipulations apply to General Visitation:

- Physical contact between a resident and visitor(s) is **PROHIBITED unless the resident has been fully vaccinated.**
- Visits will occur only in designated areas supervised by staff. No General Visitors are allowed in residents' rooms.

General Visitor Preparation:

All interventions will be followed as with Essential Caregiver Visitors (see pgs. 4-5) but with the following stipulations:

1. General Visitors do not have to sign a written agreement about visitation.
2. General Visitors are allowed to visit only residents with COVID-19 negative status, unless they visit in an End-of-Life situation.
3. General Visitation is permitted only in specific areas identified by the facility. Only Essential Caregiver and End-of-Life visits are permitted in resident rooms.
4. Physical contact is *not* permitted at any time during the visit unless the resident has been fully vaccinated.
5. Up to two General Visitors can visit at one time, but appropriate distance (6 feet) must be kept between visitor(s) and the resident at all times.

General Visitors will be advised that failure to comply with visitation instruction and guidance will result in the inability to attend the visitation.

Salon Services Procedures:

Salon services are provided by The Wesleyan staff. All Salon Services staff will adhere to the following guidelines in regards to Salon Services Emergency Rules for COVID-19 **negative residents** only.

- Staff member will pass all screening in place as required by the facility.
- Staff member will self-monitor for symptoms per facility protocols.
- Staff member agrees to comply with the Minimum Health Protocols for Hair Salons and will disinfect the salon area before and after each visit by the resident.
- Staff member will have adequate hygiene supplies available in the designated salon areas.
- Staff member will wear a facemask covering both the mouth and nose, and other appropriate PPE as recommended by the CDC per facility procedures. PPE will include goggles or faceshield when providing services involving potential splashing of water, such as washing hair.
- Only one resident will be allowed in the salon at a time.
- If the resident is ill or has symptoms consistent with COVID-19, they will not be able to participate in salon activities.
- The resident must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit.
- Physical distancing is not required between the staff member and resident.
- Staff member will sign a written agreement that they understand and agree to follow the policies, procedures and requirements of the facility.
- Staff member will complete training on proper PPE usage and infection control measures, hand hygiene, and cough and sneeze etiquette.
 - Training will be documented in the staff member's employee file.
- Staff member will utilize only designated entrances and exits per facility protocol.
- Staff member will remain physically distant from residents whom they did not provide services to unless in an emergency situation.
- Staff member will not provide services and will not be allowed into the facility if they have signs and symptoms of COVID-19, active COVID-19 infection or other communicable diseases.
- The facility will maintain the following information for each salon visit:
 - name of resident,
 - date and time of arrival and departure from the salon,
 - service(s) rendered, and
 - signature of staff member.

Note: The facility can cancel the salon services if the staff member fails to comply with the facility policy regarding salon services or applicable requirements.