



**Queen of Peace Residence  
Policy on Visitation during  
The Covid - 19 Pandemic  
Updated on February 26, 2021**

**POLICY**

It is the policy of Queen of Peace Residence to allow **limited visitation** for residents, families and resident representatives while ensuring safety and adherence to infection prevention strategies to minimize any potential spread of infection. This will be done in accordance with all NY State and Federal guidance for the prevention of COVID-19.

**PURPOSE**

To promote and enhance resident quality of life by implementing visitation to combat psychological impacts of isolation from family and representatives.

**NYSDOH CRITERIA (revised 02/25/2021)**

Nursing Homes may conduct **limited visitation and activities under the following revised NYSDOH guidelines.**

Queen of Peace Residence is in full compliance with all state and federal requirements, state Executive Orders and guidance, state reporting requirements including COVID-19 focus surveys, HERDS and staff testing surveys, and federally required submission of COVID-19 data to the CDC via the NHSN.(National Health Safety Network)

1. The facility has protocols to separate residents into cohorts of positive, negative, and unknown as well as separate staff teams to deal with COVID-positive residents and nonpositive residents.
2. The facility has completed the NY Forward Safety Plan and submitted a copy of the complete plan to [covidnursinghomeinfo@health.ny.gov](mailto:covidnursinghomeinfo@health.ny.gov). The facility must retain a copy of the plan at the facility where it is accessible and immediately available upon request of the Department or local health department.
  - a. Upon arrival at the Residence, Visitors will be asked to present their Covid Vaccine Status and their most recent Covid test completed with the past 72 hours. If they were unable to obtain one, staff at Queen of Peace will do a rapid antigen test which takes 15 minutes. They will be requested to wait in their car or outdoors, weather permitting, until the results are read. Then if they are negative, then can proceed to be screened in the Lobby.
  - b. Visitation will habitually take place outdoors on the Fatima Patio. The residents from the SNF Units will be using the North Elevator to access the patio while the family/visitors will be directed to walk around the building and wait for their loved one to arrive. Hand sanitizer is available for Family/ Resident and staff use at the place of Visitation.
  - c. The second area is indoors in the Coffee Shop and/or the Auditorium. There will be no more than 10 persons occupying the room at any time as per the directive to have only 20 % of our resident census having visitation at one time. Residents may not have more than 2 guests at a time. At no time will there be more than 10 visitors in the Home and on the property whether indoors or outdoors. Social Distancing and Hand Hygiene and use of a Mask will be enforced during the

supervised visitation. The outdoor space and the Coffee Shop will be cleaned and disinfected after each visitation session.

3. Visitation remains contingent on the absence of any new onset of COVID-19 among staff or residents as reported to the NYS Department of Health on the daily HERDS Survey (Health Electronic Response Data System) and staff testing surveys and as reported weekly to the NHSN for a period of **no less than fourteen (14) days**.
4. A copy of the Home's visitation plan is posted on the website: [www.littlesistersofthepoor.org/queens](http://www.littlesistersofthepoor.org/queens)
5. It will be broadcasted via email to provide visitors with clear guidelines for visiting and to announce when visitation is paused due to an outbreak of Covid 19 with staff or a resident testing positive and or a confirmed positive Covid 19 diagnosis. (one positive test is considered an outbreak.)
6. Adherence to written screening protocols must be met for all staff during each shift, each resident daily, and all persons entering the facility or grounds of the facility, including visitors. Visitors must present a verified negative COVID test result within the last 72 hours prior to visit. Facility must validate lab report with visitor name / date test taken and result on screening form. Visitors may be asked for ID as needed. The 72 hour time frame is from the date the test was taken not the date of result.
7. Documentation is maintained in an electronic format and a report is available upon request of the NYSDOH. The results of Covid-19 testing will be kept on file in Medical.
8. Resident monitoring must include daily symptom checks, vital signs, and pulse oximetry and Pulmonary Assessment.
9. Limited visitation, including, but not limited to, family members, loved ones, representatives from the Long-Term Care Ombudsman Program (LTCOP), and resident advocacy organizations will be permitted only with a negative test 7 days prior to visit (see above).
10. For end of life and compassionate care visits a negative test result is required within 72 hours of the visit. A rapid antigen test may be done onsite.
11. For residents that are bed bound Queen of Peace will allow limited in room visitation in accordance with above screening requirements. No more than two family members will be allowed in resident room for a 30-minute visit.

## PROCEDURE:

- Beginning February 26, 2021, Queen of Peace Residence will follow the revised NYSDOH guidance.
- Visitation can be conducted through a variety of means:
  - In resident rooms (under special circumstances, see below)
  - Dedicated visitation spaces
  - Outdoors (weather permitting)
- In order to **limit movement** in the facility during visitation, the following guidelines will be followed:
  - When weather permits, visitation will take place in the designated monitored outdoor area.
  - When weather does not permit, visitation will take place in the designated monitored indoor areas.
  - In instances when the resident cannot leave his/her room due to medical/psychosocial reasons, visitation may take place in the resident's room.
    - Visitor(s) will go directly to the resident's room or designated area as prearranged with the Unit Supervisor.
- Appointments for Visits will be made in advance and scheduled by the Unit Supervisor.
  - The facility will assign staff to assist with the transition of residents, monitoring of visitation, and cleaning and disinfecting areas used for visitation after each visit using an EPA-approved N-List disinfectant.
  - The facility will post signage regarding facemask utilization and hand hygiene and uses applicable floor markings for social distancing.
  - A log will be kept for all visitors that includes:
    - First and last name of the visitor.
    - Physical (street) address of the visitor.
    - Daytime and evening telephone number.
    - Date and time of visit.
    - Email address, if available.
  - This information is to be entered into the Accu-Shield screener in the Lobby.
  - Visitors and residents must wear a facemask or face covering (must always cover both the nose and mouth when on the premises of the facility). Masks will be available on hand for visitors as needed. **It is preferred that all visitors receive a clean mask from Queen of Peace for the time of the Visit.** They are available at the Reception Desk.
  - Visiting areas will have easily accessible alcohol-based hand rub for residents, visitors, and staff.
  - Visitors who are younger than 18 years old may continue with window visits.
  - **No more than 20 percent** of the resident census shall have visitors at any one time and the number of visitors / times allocated for each visit should be

- considered as many loved ones will want to avail of such visits. (9 visitors and one supervisor)
- 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.
  - The facility will provide and post a fact sheet outlining visitor expectations including appropriate hand hygiene and face coverings. The fact sheet will be provided upon initial screening to all visitors. It is also posted on Accu-Shield.
- Facilities must use [COVID-19 county positivity rates](#) to determine how to facilitate indoor visitation, and must follow the below:
    - **Low (<5%)** = Visitor testing is strongly advised. Facilities may use rapid testing. Testing will continue to be required at least weekly or as determined by NYSDOH.
    - **Medium (5%-10%)** = Visitor testing is required. Visitors must present a negative COVID-19 test result from within the past 72 hours, or facilities may utilize rapid testing to meet the testing requirement. Alternatively, the visitor(s) may provide proof of having completed the COVID-19 vaccination series no less than 14 days prior to the date of the visit but also within 90 days of the last vaccination. NYSDOH has indicated that proof of vaccination is not a guarantee that a visitor is not transmitting COVID-19, so testing is still recommended. We will request those visitors to continue to present a negative Covid-19 test result.
    - **High (>10%)** = Visitation must only occur for compassionate care/end of life situations. We will offer rapid testing in this situation.
  - Queen of Peace Residence will continue to limit movement in the Home.
    - i.e. Visitors should not walk around throughout the facility. Instead, they should go directly to the area dedicated for visitation or the resident's room if the resident is room bound.
  - Residents will also be assisted to go outdoors with staff supervision weather permitting. The appropriate infection control and safety and social distancing requirements must be maintained.
  - The Interdisciplinary Team (Members of the Care Conference Team) will review the Visiting program and monitor for any needed adjustments and report to Quality Assurance Committee as needed.
  - If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 State declared public health emergency.

### **Compassionate Care Visits:**

Compassionate Care Visits are permitted when visitation may not otherwise be permitted (in accordance with NYSDOH current visitation guidance), and the Home may waive requirement of a visitor presenting a negative COVID-19 test prior to commencement of such visit under the following circumstances, however it is preferred that a rapid antigen test be obtained as outlined above.

- Newly admitted residents with difficulty adjusting to the facility environment and lack of in-person family support

- Residents recently grieving the loss of a friend or loved one.
- Residents who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.
- Residents who are exhibiting signs and symptoms of emotional stress (i.e. seldom speaking or crying more frequently when the resident had rarely cried in the past, refusing to participate in an activity/activities, staying in bed longer than usual, exhibiting behavior considered abnormal for the resident).
- Residents who receive religious or spiritual support from clergy or another layperson.

The situations above are not intended to be an exhaustive list. Additional companionate care situations may be considered by the Home on a resident-specific basis. Testing to be encouraged / facilitated wherever possible.

### **End of Life Visits**

For any resident assessed to potentially be at the end-of-life, family/resident representative will be contacted by the Unit Supervisor or the Social Worker or her Designee to allow visitation. Testing is not required for end-of-life visits. Family will be screened, provided with PPE and escorted to resident's room. If the positivity rate in the county is >10%, rapid testing will be offered prior to the visit.

\*\*For the moment, we ask that no children under 18 come for in person visits until the potential spread from variants is more stable. This part of the policy will be reviewed closer to the summer. \*\*