

## Policy/ Procedure Manual

SECTION 6. Infection Control	POLICY 6.39 COVID-19 Indoor Visitation Phase 3	EFFECTIVE DATE: 02/01/2021
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**POLICY:** Heritage of Edina understands that balancing COVID-19 safety and visitation restrictions with the well-being of residents. Social isolation as a result of COVID-19 visitor restrictions is a significant concern and an issue that requires close cooperation between Heritage of Edina, visitors, and local and state public health to address it safely and successfully. Heritage of Edina is guided by the Minnesota Department of Health (MDH) <https://www.health.state.mn.us/diseases/coronavirus/hcp/lcvisit.pdf> and will follow the outlined procedures for a safe indoor visitation and activities to be effective February 3rd, 2021. DON is responsible for identifying when indoor visitations must be suspended, which is subject to change based on a variety of factors.

### **MDH long-term care visitation and activities levels**

MDH has provided indoor visitation and activities guidance for home care and assisted living facilities in Minnesota in adjusting restrictions while maintaining high standards for COVID-19 safety for residents, staff, and visitors.

- There have been no new facility (residents or staff) COVID-19 cases in the last 14 days.
- Visitation and Activity Guidance for Counties with High Positivity Rate (>10%):
  - Allowable visits only include compassionate care visits, essential caregivers, outdoor, and window visits.
  - No visitation by any visitor or non-essential health care personnel are permitted.
- Visitation and Activity Guidance for Counties with Low or Medium Positivity Rate (≤10%):
  - Compassionate care visits, essential caregivers, outdoor, and window visits are all allowed.
  - In addition, the facility may allow in person, non-essential visits when protocols are put in place.
  - **If Heritage of Edina has a known exposure by a resident or staff, it will immediately suspend all non-essential indoor visits for a minimum of 14 days.**

### **Procedure**

#### **1. Indoor Visitation Allowed if:**

- a. No COVID-positive staff and/or resident case for past 14 days
- b. Case activity level in community has a case rate of ≤10% over a 2-week period.
- c. Adequate access to PPE for staff is sufficient

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### **Personal Protective Equipment (PPE) and Social Distancing**

- d. Visitors must wear a face mask that completely covers their mouth and nose and must keep the mask on during their entire visit- from before they walk into Heritage of Edina until after they leave Heritage of Edina.
- e. The facility will not provide PPE to visitors except for hand sanitizer.
- f. All visitors should maintain social distancing of at least 6 feet from resident and any others they come into contact with (with exception of screener).
- g. Visitors failing to properly utilize PPE and/or social distancing will not be eligible for future visits.

### **2. Visitor Screening/Check in Process**

- a. All visitors must enter the building through The Rembrandt front door, and immediately check in for their screening prior to each visit.
- b. All visitors must perform hand hygiene when entering the Rembrandt building for screening before proceeding to visitation
- c. All visitors will be screened by staff for temperature and other signs and symptoms of COVID-19. Visitors who do not pass the screening will be prohibited from visiting.
- d. At each visit, visitors will sign and date a visit form indicating their understanding of the visitor requirements and rules
- e. At each visit, visitors will provide name and phone number in case contact tracing is necessary.

### **3. Visitation**

- a. The visitation area will be in Rembrandt dining room.
- b. Appointments must be made at least 24 hours in advance to allow for the facility to schedule staff to monitor the visit.
- c. Only 1 visit per visitor per week is allowed at this time unless special circumstances to be discussed with Heritage of Edina staff.
- d. Visits must be scheduled Monday, Wednesday, Thursday and Friday 9am – 8pm and will be limited to 30 minutes.
- e. The area where the visit is to take place will be wiped down with disinfectant prior to each visit.
- f. Staff must maintain visual observation while at the same time providing some distance for privacy.
- g. Visitors are limited to 4 at a time per resident.
- h. All visitors must sign in and be screened for signs and symptoms of COVID-19 before each visit. If the visitor fails the screening, the visit will be cancelled.
- i. After screening, visitors must go directly to Rembrandt dining room. Visits can only be between the resident and their visitor/s; visits should not include other residents or staff in the facility
- j. All visitors must wear face masks that completely cover their mouth and nose during the entire visit. Masks will not be provided to visitors by Heritage of Edina.
- k. When visitors sign in, they must provide contact information.
- l. Visitors and residents must maintain social distancing keeping a distance of 6 feet from resident at all times.

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- m. Heritage will provide > or = 60% alcohol based hand sanitizer to all persons visiting a resident along with signage of correct use.
- n. No food or drink is permitted during the visit.
- o. Visitors must arrive on time if they want their full 30 minute visit. If a visitor arrives 10 minutes late their visit will be 20 minutes long, etc.
- p. If at any time a visitor/s do not comply with these rules posing a threat to infection control, the visit will immediately be stopped and future visits may be denied.
- q. Visitors will not be allowed to use the restroom during the visit.
- r. Visitors can schedule their visit by going to the Family Portal on our website or <https://www.heritageofedina.com/indoor-visits/> and choose a day and time from the calendar. They must include their name, contact information, and the resident's name.

#### **4. Triggers for Suspending Indoor Visitation**

- a. Visitors will be prohibited if a resident or staff is COVID-19 positive or symptomatic – exceptions may be made for essential caregivers and compassionate care visits
- b. Visiting rights may be restricted or revoked for individuals if communicated safety measures are not followed
- c. Visiting rights will be revoked for visitors if they are COVID-19 positive or are exhibiting signs or symptoms of COVID-19
- d. County positivity rates exceed 10%

#### **5. Concerns with Visitation Modification Policy can be directed to:**

- a. Your resident's case manager.
- b. Office of Ombudsman for Long-Term Care at 651-431-2555 or 1-800-657-3591 to request advocacy services.

#### **Responsible Staff**

ULP/ HHAs and all nursing staff of Heritage of Edina