

Policies and Procedures
Administration Department

Visitation Policy
PP # 4000.028

POLICY:

River Garden will welcome visitors in accordance with the Governor's Executive Orders, applicable AHCA, CDC, and CMS regulations and consistent with River Garden operational and care policies.

PROCEDURE:

River Garden allows visitation at all times and for all residents as permitted under CMS regulation. River Garden will not restrict visitation without a reasonable clinical or safety cause.

Communicable Disease Outbreak and Visitation

River Garden will facilitate in-person visitation consistent with the applicable CMS regulation.

*** Visitors who have a positive test for communicable disease, symptoms of a communicable disease, or currently meet the criteria for quarantine, should not enter the facility. During a communicable disease outbreak River Garden may screen all who enter for these visitation exclusions.*

- The resident has a right to receive visitors of his or her choosing at the time of his or her choosing, subject to the resident's right to deny visitation when applicable, and in a manner that does not impose on the rights of another resident.
- River Garden acknowledges that there are still risks associated with visitation and communicable disease. However, the risks are reduced by adhering to the core principles of infection prevention.
- There is no limit on the number or visitors that a resident can have at one time, however visits should be conducted in a manner that adheres to the core principles of infection prevention as recommended by CDC and/or CMS and does not increase risk to other residents.
 - Visitors must sign in at the reception desk and indicate which residents they are visiting
 - Visitors should read all education that River Garden provides
 - Physical distancing should be able to be maintained
 - Visitors should limit movement in the facility and report directly to the resident's room or other visiting space.
 - Visitors will wear proper PPE based on the current requirements of the Home
 - During periods of **high** community transmission visitors will follow the recommendations for infection prevention per CDC/CMS.

- Residents have the right to make choices about aspects of his or her life in the facility that are significant to the resident.
- Visitors, residents, or their representative will be made aware of the potential risk of visiting and necessary precautions related to the communicable disease in order to visit the resident. However, if a visitor, resident, or their representative is aware of the risks associated with visitation, and the visit occurs in a manner that does not place other residents at risk (e.g., in the resident's room), the resident will be allowed to receive visitors as he/she chooses.
 - If a resident's roommate is immunocompromised or otherwise has limitations related to the disease, visits will not be conducted in the resident's room, if possible.
 - If the health status of the resident prohibits the resident from leaving the room, then in-room visitation will be enabled while adhering to the core principles of infection prevention.
 - Outdoor visitation is encouraged at all times
 - This is the primary visitation method recommended during communicable disease outbreaks
 - Consideration will be made for inclement weather including heat and cold
- Education for visitors is provided on our website along with our visitation policy and includes but is not limited to:
 - Hand washing
 - Proper use of PPE
 - Infection Control Protocols per resident need

While it is safer for visitors not to enter the facility during an outbreak, visitors will be allowed in the facility.

- Visitors will be made aware of the potential risk of visiting during an outbreak investigation and must adhere to the core principles of infection prevention.
- If residents or their representative would like to have a visit during an outbreak investigation, they will wear face coverings or masks during visits, regardless of vaccination status, and visits will occur in the resident's room.
- Visitors will be limited to 2 visitors per resident room during outbreak to enable proper distancing for infection control.
- While not recommended, residents who are on transmission-based precautions (TBP) or quarantine can still receive visitors.
- Visits will occur in the resident's room
- Visitors will be made aware of the potential risk of visiting, prior to the visit
- Visitors will be made aware of precautions necessary in order to visit the resident, prior to the visit
 - River Garden will offer surgical mask or other appropriate PPE for the visit, if available
- Visitors will adhere to core principles of infection prevention during the visit

River Garden will permit residents to leave the facility as they choose.

- Should a resident choose to leave, the facility should remind the resident and any individual accompanying the resident to follow all recommended infection prevention practices (i.e. wearing a face covering or mask, physical distancing, and hand hygiene) and to encourage those around them to do the same.

- Residents who leave the facility for 24 hours or longer will generally be managed as a new admission or readmission, as recommended by CDC/CMS.

COVID-19 Visitation

Per CMS, there are no longer scenarios related to COVID-19 where visitation should be limited, except for certain situations when the visit is limited to being conducted in the resident's room. Therefore, River Garden will facilitate in-person visitation consistent with the applicable CMS regulation. While the residents of River Garden have the right to designate an essential caregiver, our liberal visitation policy makes it unnecessary to do so.

*** Visitors who have a positive viral test for COVID-19, symptoms of COVID-19, or currently meet the criteria for quarantine, should not enter the facility. River Garden will passively screen all who enter for these visitation exclusions.*

- The resident has a right to receive visitors of his or her choosing at the time of his or her choosing, subject to the resident's right to deny visitation when applicable, and in a manner that does not impose on the rights of another resident.
- River Garden acknowledges that there are still risks associated with visitation and COVID-19. However, the risks are reduced by adhering to the core principles of COVID-19 infection prevention.
- There is no limit on the number of visitors that a resident can have at one time, however visits should be conducted in a manner that adheres to the core principles of COVID-19 infection prevention and does not increase risk to other residents.
 - Visitors must sign in at the reception desk and indicate which residents they are visiting
 - Visitors should read all education that River Garden provides
 - During peak times of visitation and large gatherings, physical distancing will be encouraged
 - Visitors should limit movement in the facility and report directly to the resident's room or other visiting space.
 - Visitors will wear proper PPE based on the current requirements of the Home
 - During periods of high community transmission visitors should wear a mask and maintain physical distance.
- Residents have the right to make choices about aspects of his or her life in the facility that are significant to the resident.
- Visitors, residents, or their representative will be made aware of the potential risk of visiting and necessary precautions related to COVID-19 in order to visit the resident. However, if a visitor, resident, or their representative is aware of the risks associated with visitation, and the visit occurs in a manner that does not place other residents at risk (e.g., in the resident's room), the resident will be allowed to receive visitors as he/she chooses.
 - If a resident's roommate is unvaccinated or is immunocompromised (regardless of vaccination status), visits will not be conducted in the resident's room, if possible.
 - If the health status of the resident prohibits the resident from leaving the room, then in-room visitation will be enabled while adhering to the core principles of infection prevention.
 - Outdoor visitation is encouraged at all times
 - This is the primary visitation method recommended if a visitor is not up to date with vaccination

- Education for visitors is provided on our website along with our visitation policy and includes but is not limited to:
 - Hand washing
 - Proper use of PPE
 - Infection Control Protocols per resident need

Face Coverings and *masks* during visits

If the nursing home's county COVID-19 community transmission is **high**, *everyone at River Garden* should wear face coverings or masks.

If the Duval County COVID-19 community transmission is not high, the safest practice is for residents and visitors to wear face coverings or masks. *The facility policies regarding face coverings and masks will be based on recommendations from the CDC, state and local health departments, and individual facility circumstances.*

Regardless of the community transmission level, residents and their visitors when alone in the resident's room or in a designated visitation area, may choose not to wear face coverings or masks and may choose to have close contact (including touch). Residents (or their representative) and their visitors will be advised of the risks of physical contact prior to the visit. *If a roommate is present during the visit, it is safest for the visitor to wear a face covering or mask.*

While it is safer for visitors not to enter the facility during an outbreak, visitors will be allowed in the facility.

- Visitors will be made aware of the potential risk of visiting during an outbreak investigation and must adhere to the core principles of infection prevention.
- If residents or their representative would like to have a visit during an outbreak investigation, they will wear face coverings or masks during visits, regardless of vaccination status, and visits will occur in the resident's room.
- Visitors will be limited to 2 visitors per resident room during outbreak to enable proper distancing for infection control.
- While not recommended, residents who are on transmission-based precautions (TBP) or quarantine can still receive visitors.
- Visits will occur in the resident's room
- Visitors will be made aware of the potential risk of visiting, prior to the visit
- Visitors will be made aware of precautions necessary in order to visit the resident, prior to the visit
 - River Garden will offer surgical mask or other appropriate PPE for the visit, if available
- Visitors will adhere to core principles of infection prevention during the visit
- Visitors will physically distance themselves from staff and others, as possible

River Garden will permit residents to leave the facility as they choose.

- Residents who leave the facility for 24 hours or longer will generally be managed as a new admission or readmission, as recommended by the CDC's "Interim Infection Prevention and Control Recommendations to Prevent SARS-CoV-2 Spread in Nursing Homes."
 - (Refer to Coronavirus Policy for instructions regarding a resident's return to the facility during COVID-19 Pandemic)

Front Desk Reception will:

- Warmly welcome all visitors
- Remind visitors to sign in and out of the visitor's logs.

Environmental Services will:

- Provide enhanced sanitation to high touch common areas
- Ensure that chairs are available for visitors to visit in resident rooms

Administration will:

- Ensure policy and procedure adherence occurs in both staff and visitors.
- Administration reserves the right to suspend visitation rights if necessary.

Consideration of Clinical and Safety Restrictions

There are times that River Garden may need to place reasonable clinical and safety restrictions on visitation to include but not be limited to:

- Restrictions may be placed to prevent community-associated infection or communicable disease transmission to one or more residents. This will be based on recommendations from AHCA, CMS, the CDC or the local health department.
 - A resident's health state (e.g., end-of-life) will be considered when restricting visitors
- Visitors with signs and symptoms of a transmissible infection (i.e. febrile, flu-like symptoms...) should and will be asked to defer visitation until he or she is no longer infectious, reasonable, safe accommodations can be made, or according to CDC guidelines or local health department recommendations
- If an individual is suspected of abusing, exploiting, or coercing a resident, access will be restricted, up to and including denied access, until an investigation into the allegation has been completed and the results clear the allegation. If the individual is found to have been abusing, exploiting or coercing a resident, the visitation access will continue to be restricted/denied indefinitely.
 - Suspected abuse, exploitation or coercion must be reported to the Abuse Designee or the supervisor on duty
 - The abuse designee/supervisor will secure the resident and begin reporting and investigation as required.
 - The abuse designee in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.
 - The abuse designee/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry.
- If an individual has been found to have been committing criminal acts such as theft access will be denied
 - Suspected theft must be reported to the social worker or the supervisor on duty
 - The social worker/supervisor in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.

- The social worker/supervisor/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry.
- The social worker will contact the Jacksonville Sheriff's Office as needed.
- If an individual appears inebriated or disruptive access will be denied
 - Disruptive or inebriated behavior in a visitor should be reported to the social worker or the supervisor on duty
 - The social worker/supervisor in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.
 - The social worker/supervisor/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry.
- If an individual has a history of bringing illegal substances into the facility which places the residents' health and safety at risk access will be denied or supervision must be provided during visitation
 - An individual bringing illegal substances into the facility must be reported to the social worker or the supervisor on duty
 - The social worker/supervisor will secure the resident, perform assessment and investigation as required.
 - The social worker/supervisor in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.
 - The social worker/supervisor/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry
 - The social worker/supervisor/administrator will contact the Jacksonville Sheriff's Office as needed.
 - The social worker will work with the resident to allow supervised visitation if the resident wishes to do so.

River Garden posts the visitation policy on the organization's website, www.rivergarden.org where all visitors have access to read it at any given time

References:

QSO-20-39-NH REVISED 9/23/2022: [Nursing Home Visitation-COVID-19 \(Revised\):](https://www.cms.gov/files/document/qso-20-39-nh-revised.pdf)
<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107c02.pdf>

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