

## ***The Arc of Alachua County Policy on Visitation & Infection Prevention in Residential Facilities during State of Emergency (COVID-19) Visitation***

### **Statement of Policy**

It is the policy of The Arc of Alachua County to allow visitors in a manner compliant with the Division of Emergency Management Order NO. 20-009. The Arc of Alachua County will take precautions described in DEM EO 20-009 to protect the health and safety of residents, employees and visitors, while advocating for the Resident's right to spend quality time with friends and family, and essential caregivers.

### **Types of Visitors**

1. **Essential Caregivers**-provide services and/or assistance with activities of daily living, including bathing, dressing, eating, and/or emotional support. Essential Caregivers can be individuals who provided these services before the pandemic or those who request to provide services after the start of the pandemic.
2. **Compassionate Care Visitors**- Provide emotional support to help a resident deal with a difficult transition or loss, upsetting event, or end of life. Allowed entry for a limited basis for the aforementioned specific reasons
3. **General Visitors**-all individuals visiting who are not Essential Caregivers or Compassionate Care Visitors. (General Visitors cannot have physical contact).

### **Guidelines for All Visitors**

1. **Number of visitors allowed per resident:** Each resident can designate up to two (2) essential caregivers, up to two (2) compassionate care visitors and up to five (5) general visitors, for a total of nine (9) visitors.
2. **Limit on total number of visitors allowed in facility:**
  - a. For homes with 6 or fewer residents, only one resident per home will have visitor(s) at a time. For homes with 7 or more residents, two residents per home can have visitor(s) at a time.
  - b. Limits on Essential/Compassionate Caregivers:
    - i. Residents may be visited by 2 Essential Caregiver or Compassionate Caregiver at a time.
  - c. Limits on General Visitors
    - i. General visitors must come at different times than Essential/Compassionate Caregivers.
    - ii. 2 general visitors may visit a resident during a single time visitation slot.
3. **Visitation Scheduling, hours and duration**
  - a. All visits must be scheduled, at least one day prior (unless an emergency), with the group home/facility manager to ensure compliance with the other aspects of this policy and EO 20-009.

- b. The length of the visit will not exceed two (2) hours. Visitors may be asked to depart the home at the 1 hour 45-minute mark, if another Visitor(s) is scheduled to arrive at the top of the hour.
  - c. Visits will be allowed seven (7) days a week, beginning at 9am and ending no later than 7pm to ensure sufficient staff is available to screen visitors and monitor residents.
  - d. The number of visits per week is not limited.
  - e. Visitation will not occur during times Clients are not present at the home.
  - f. General visitation will immediately cease if COVID-19 (or presumed COVID-19 affects any Client, or a Staff who was present in the home ten days prior, tests positive.
4. **Location of visits:** All visits should occur in the resident's room, unless otherwise arranged by management.
  5. **Face Masks:** Essential Caregivers and Compassionate care visitors must wear a surgical mask and other PPE as appropriate (based on current situation and CDC guidelines). General visitors must wear a face mask. The visitor is responsible bringing their own masks and PPE.
    - a. Arc staff is responsible for monitoring visitor adherence to use of masks (and other PPE if needed) and social distancing
  6. **Sign In/Out:** All visitors must sign in and out using the visitor log in each home (attached)
  7. **Screening:** All visitors will be screened (using the attached screening form)
  8. **Infection Prevention:** The Arc will provide visitors with information on infection-prevention, use of PPE, masks, hand sanitation and social distancing. Visitors must sign they received the training information provided.
  9. **Hand Hygiene:** Visitors must perform proper hand hygiene upon entering and as needed through the visit
  10. **Visitor interaction with staff and other residents:** Visitors must maintain social distance of at least 6 feet with staff and residents and limit movement within the facility.
  11. **Positive Resident:** Visitation is prohibited (**except for compassionate care visits**) if the resident receiving the visitor is quarantined, positive for COVID and not recovered, or symptomatic for COVID-19.
  12. **COVID-19 Testing:** Visitors must comply with COVID-19 testing, if required by the facility (not required as of 9/8/2020)
  13. **Visitor Consent and Agreement:** All visitors must sign the agreement and consent attached to this policy.

### **Guidelines For Essential Caregivers & Compassionate Care Visitors**

1. Essential Caregivers must be recognized in the Support Plan. Individuals interested in visiting as an essential caregiver should contact both the Support Coordinator who writes the plan and the Arc Residential Director to notify them of the request.

### **Guidelines for General Visitors**

#### *Visitor Responsibilities: General Visitors shall*

1. Be eighteen years (18) of age or older
2. Refrain from having physical contact with a resident

#### *Facility Responsibilities: To accept General Visitors, The Arc of Alachua County shall*

1. Have no new facility-onset of resident COVID-19 cases in the previous fourteen (14) days.
2. Have fourteen (14) days of no new facility-onset of staff COVID-19 cases
3. Clean and disinfect areas between visitors
4. Have: sufficient staff to manage visitors, adequate PPE for staff, adequate cleaning and disinfecting supplies and adequate capacity at referral hospitals
5. Cease general visitation if a resident tests positive for COVID-19 or is presumptively positive, or a staff who was in the facility in the 10 days prior to the tests positive.

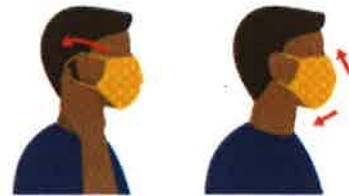
## Infection Prevention and Control Guidelines Information & Training for Visitors

### 1. Use of Masks

- All visitors must wear a face mask. At this time, there is no exception to this rule.
- Follow CDC Guidelines related to wearing a mask:

#### Wear your Mask Correctly

- Wash your hands before putting on your mask
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- CDC does not recommend use of masks or cloth masks for source control if they have an exhalation valve or vent



- Hand Hygiene:** Visitors must wash their hands for at least 20 seconds upon arrival and as needed throughout their visit or use hand sanitizer.

### 3. Social Distancing

- Please maintain at least 6 feet of distance between you and staff and other residents.





**Visitor Consent and Agreement**

*(must be signed one time only upon first visit)*

*By signing below, I am stating that I have read and understand The Arc of Alachua's County's Policies and Guidelines on Visitation and Infection Prevention and Control during COVID-19. I agree to follow the policy and guidelines. I also understand that if attempts to mitigate concerns about my visitation fail, my visitation may be restricted or revoked as required per DEM ORDER No. 20-009.*

Name \_\_\_\_\_

Signature \_\_\_\_\_

## **AGENCY FOR PERSONS WITH DISABILITIES VISITOR HEALTH SCREENING QUESTIONNAIRE (COMPLETED EVERYTIME)**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Temp: \_\_\_\_\_

*Due to health concerns across the state, we are taking steps to prevent the spread of illnesses. We ask that you help us protect our residents by answering a few questions.*

**Visitor Name:** \_\_\_\_\_

**Staff Screener:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Please answer the following questions:

1. *Within the last 14 days, have you experienced any symptoms of respiratory infections, including: cough, fever, shortness of breath, sore throat, or any other additional symptoms identified by the Centers for Disease Control and Prevention that may be related to COVID-19?*  
Yes  No
2. *If you have been diagnosed with COVID-19, have you been cleared based on CDC criteria?*  
Yes  No
3. *Have you had contact with any person known to be infected with or exposed to COVID-19 within the last 14 days?*  
Yes  No
4. *Are you at least 18 years old?*  
Yes  No
5. *Do you agree to wear a mask and perform hand hygiene during your visit?*  
Yes  No
6. *Do you agree to maintain social distance of at least six feet with staff and residents, and limit movement in the facility?*  
Yes  No



**Daily Visitation Schedule**

Scheduled Visit Date and Time	Signature Upon Arrival	Initials of Resident Being visited	Date and Time In	Visitor Questionnaire (Completed EVERY visit)	Visitor Consent and Training Agreement Completed and On File (Completed during FIRST VISIT only)	Signature Upon Departure	Time Out
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		
				Yes <input type="checkbox"/>	Yes <input type="checkbox"/> Date _____		

1. RESIDENT NEEDS TO COMPLETE CAREGIVER SELECTION FORM: Collaborate with the resident (and/or their guardian if within the guardian's legal authority) to identify who the resident wants as each type of visitor.
  - a. Things to remember:
    - i. **General visitors can't touch.** If someone wants to "hug" they will likely need to pursue being an "Essential Caregiver" for emotional support.
    - ii. **Essential Caregivers must first be included in the support plan to be eligible.** Residents and families should reach out to their Support Coordinator to have this included.
    - iii. **Compassionate Care Visitors** may visit if Client is quarantined or if the Client is positive for or shows symptoms of COVID-19 (**DEM ORDER NO. 20-009 pg. 5, #8**), but **MUST** wear and supply ALL CDC recommended PPE and practice all CDC preventative guidelines.
2. RETURN CAREGIVER SELECTION FORM TO THE RESIDENTIAL DIRECTOR; residential director will review essential or compassionate caregivers to be sure they meet the requirements (be included in the support plan etc.)
3. ONCE CAREGIVER SELECTION FORM IS RECEIVED AND REVIEWED BY RESIDENTIAL DIRECTOR; VISITS CAN BE SCHEDULED. Must be at least one-day prior.
4. PRIOR TO THEIR FIRST VISIT, ALL VISITORS MUST REVIEW THE VISITOR AND INFECTION PREVENTION POLICIES AND SIGN THE AGREEMENT (can bring with them on first visit). Only needs to be done one time. For each subsequent visit, staff should verify this is on file.
5. UPON ARRIVAL, VISITORS SHOULD:
  - Follow directives of Staff. Staff will use a step-by-step checklist. Be patient.
  - Wear a face mask (must be surgical if the visitor is an Essential Caregiver or Compassionate)
  - Complete the Visitor Screening Questionnaire
  - Sign-in
  - Wash their hands
  - Visit the resident in their room, unless otherwise directed.
  - During the visit maintain a social distance of 6 feet from other residents and staff
  - Sign out



## VISITOR SELECTION FORM

To Be Completed by Resident & Guardian, if applicable

Resident Name \_\_\_\_\_

- **Essential Caregivers**-provide services and/or assistance with activities of daily living, including bathing, dressing, eating, and/or emotional support. Must be identified in the Support Plan prior to entry. The names of the Essential Caregivers I would like to designate are:

1. \_\_\_\_\_

2. \_\_\_\_\_

- **Compassionate Care Visitors**- Provide emotional support to help with a difficult transition or loss, upsetting event, or end of life. Allowed entry for a limited basis only for these specific reasons. The names of the Compassionate Caregivers I would like to designate are:

1. \_\_\_\_\_

2. \_\_\_\_\_

- **General Visitors**- All individuals visiting who are not Essential Caregivers or Compassionate Care Visitors. Remember - General Visitors cannot have physical contact. The names of the General Visitors I would like to designate are:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

## STAFF VISIT PROCEDURE SHEET

There are many steps that need to be followed when a visitor comes our Group Homes during the Governor's Ordered quarantine for COVID-19. These steps are outlined in Emergency Order NO. 20-009. Following the steps is very important for visitation during the quarantine. There are steps to take before the visitor arrives, when a visitor arrives, during the visit, and when they leave. Please read and follow the instructions. You're not expected to commit to memory all the steps. That's why we **USE THIS SHEET** when a visitor comes to the Group Home.

### Before the Visitor Arrives

Check the schedule posted at the Group Home every day for scheduled visitors. Be aware of who is coming, what type of Visitor they are (Essential, Compassionate, General) and what time they're scheduled to arrive.

- Prepare and Sanitize Visitation Room (particularly chairs, door knobs, things people touch)
- Place visitation chair(s) in bedroom (Sanitize the chairs)
- Have masks, hand sanitizer, and visitation forms ready.
- Make sure there are Visitation Form Packets, Masks, Pens.

### When the Visitor Arrives

- Answer the door with Visitation Form Packet, masks, and a pen. [1 per visitor]
- Make sure Visitor is wearing a mask (if not, give them a mask and request they put-on mask)
- Match the Visitor(s) name to the schedule. Maximum of 2 Visitors.
- Complete the Visitor Screening Questionnaire – 1 per visitor.
- Allow Visitor(s) in the Home
- Have Visitor apply hand sanitizer to hands.
- Have Visitor **sign-in** on Daily Visitation Schedule.
- Identify whether Visitor is Essential, Compassionate, or General. **Only Essential can touch Client.**
- On 1<sup>st</sup> Visit → Conduct Training – Review **Infection Prevention and Control Guidelines – Information & Training for Visitor** with the visitor.

- On first visit →Have Visitor sign “Visitor Consent & Agreement”
- Bring the Visitor the Clients room.
- Remind** - Visitors are to remain 6 feet away from all people – with exception of Essential Care Visitor
- Remind** - Visitor privileges may be revoked if rules are not followed.
- Remind** - Visitor may visit up to 2 hours, unless specifically arranged to be longer.
- Remind** – Visitation room door must remain open.
- Regularly monitor visitation visually – Check often - make sure Visitors and Clients remain 6 feet social distance and wear masks. Only Essential Caregivers may touch the Client (who should wear gloves, and any other PPE recommended by CDC)
- Inform Visitor when Visitation is over. Try to tell them when there is about 5 minutes left.
- At conclusion of visit bring the visitor to the front door and have them sanitize their hands.
- Then have Visitor **sign-out** on Daily Visitation Schedule.

#### After the Visitor Leaves

- Sanitize visitation Room (particularly chairs, door knobs, things people touch)
- Remove the chairs from the room and place in an out-of-the-way location, or after sanitizing the chairs place them in the next Client’s room who is expecting a Visitor. Only place the sanitized chairs in a Clients room if they are expecting a visitation soon. Do not store visitation chairs in Clients’ rooms.
- Place all paper work from the Visitation in Completed Visitation File.
- Have Visitation Form Packets, Masks, and pens ready for next visit.