



LUTHERAN
HOME & REHAB CENTER

VISITATION PLAN

HOURS:

- General Visitation will be scheduled by the Unit Secretaries **5 days per week** between the hours of **10:00am – 11:30am and 2pm-4:30pm**. Visitation will be subject to availability of staff to monitor visitor screening and core infection control practices (including holidays). Requests for visitation outside of these parameters will be considered on a case-by-case basis.
- Intervals for visitation will be for 30 minutes to allow for 30 minutes in between the next visitation for infection control sanitization.
- Compassionate Caregiving Visitation frequency and duration will be determined by the Interdisciplinary Team on a case-by-case basis. See below.
- If you are able to safely transport and care for your loved one, you may continue to take them on a leave from the building for a visit.

CRITERIA FOR VISITATION (outside of Compassionate Care visitation):

- Up to **two** residents in the facility may have visitation at one time M-F.
- Only two (2) visitors per resident. Children are included in the number with the exception of an infant up to age 1.
- Each visitor will be required to be screened for signs and symptoms of COVID-19 prior to resident access. If through screening the visitor(s) exhibit any COVID-19 symptoms or does not pass the screening questions and/or temperature check, visitation will be refused.
- Each visitor will be required to sign in on the visitation log and will need to provide the following information for the purpose of potential contact tracing:
 - First and last name.
 - Physical (street) address of the visitor.
 - Daytime and Evening telephone number.
 - Date and time of visit.
 - Vaccination status.
- The facility will provide alcohol-based hand rub to visitors or representatives visiting residents and must be used prior to and after visitation.
- Lutheran staff will complete the sanitization between visits using appropriate products.
- **It is the expectation that all infection control practices will be followed in accordance with regulatory guidance. Any visitors that fail to comply with these practices will be prohibited from visitation.**

COVID-19 Testing:

- Testing of visitors is strongly encouraged for the safety of our residents (even if you have been vaccinated), but not required. Lutheran will continue to test those that are agreeable to the rapid screen or the visitor can submit a PCR test that was done within 72 hours of the visit.
- Testing will be discussed with the visitor at the time of scheduling the visit. If testing is requested, when arriving for the visit, they need to remain in their car under the carport at the main entrance, and call the Information Desk at 716-665-4905 (or 716-640-2173 on evenings or weekends) to announce they are here. A nurse will come to the car to complete the test. The visitor(s) may go park their vehicle but must remain in their car until the test result is determined (15-20 minutes). The visitor(s) will be notified of results and if negative, may enter the building to complete the screening process. If positive, they will be referred to the Chautauqua County Department of Health.

FACEMASKS: Facility will provide surgical grade facemasks if a visitor does not have one when applicable.

For scheduled outdoor visitation which is preferred (or indoor during inclement weather):

- **All visitors must wear a facemask throughout the visit regardless of vaccination status due to increased county positivity rates. In addition, there can be no eating or drinking during the visit so facemasks can remain in place.**

For in room visitation (reviewed and approved by the Interdisciplinary Team. Example: Compassionate Care visits):

- **All visitors must wear a facemask throughout the visit regardless of vaccination status due to increased county positivity rates. In addition, there can be no eating or drinking during the visit so facemasks can remain in place.**

LOCATIONS FOR VISITATION:

- Outdoor visitation is preferred, regardless of county positivity rates or outbreak status, even when the resident and visitor are fully vaccinated against COVID-19. Outdoor visits generally pose a lower risk of transmission. We will provide 4 (four) locations for outdoor visitation and ask that visitors comply with these areas. A map of the locations will be provided at the front desk. Visitors **may not** utilize the space that is dedicated to our **Assisted Living facility: Hultquist Place**.
- Indoor visitation will be allowed when weather considerations may hinder outdoor visits. Indoor visitation spaces have been identified to utilize in these instances on Unit B1. In addition, circumstances that would also hinder indoor visitation for a resident would include the county positivity rate or an outbreak of COVID-19 in the facility.
- In room visitation will be allowed under certain circumstances when other visitation as listed above is not an option for a resident. Example: Compassionate Care Visitation. This will be reviewed by the Interdisciplinary Team for appropriate scheduling. See below.
- When a new case of COVID-19 among residents or staff is identified, outbreak testing will begin and visitation suspended (with the exception of Compassionate/End of Life visits) until we have met the criteria to open for indoor visitation when applicable.
- Window visits, video chatting through FaceTime/Skype/ZOOM, and phone calls will continue to ensure that all resident have equal opportunities to see their loved ones.

COMPASSIONATE CARE VISITATION: Visitors may provide companion care and support in anticipation of the end of the resident's life or in the instance of significant mental, physical or social decline, or crisis. This does not replace direct care that Lutheran Clinical Staff provides. These visitations are subject to certain limitations as described below.

1. In the event a resident experiences a long-term or acute physical, mental, or psychosocial health condition for which, in the opinion of the resident, their representative, or a health care professional, a resident's designated personal caregiving visitors may also provide compassionate caregiving in the resident's room.
2. Situations in which a resident is eligible for a compassionate caregiving visitor include but are not limited to the following:
 - A. end of life;
 - B. the resident is struggling with the transition to living in the facility;
 - C. the resident is grieving after a friend or family member recently passed away;
 - D. the resident needs cueing and encouragement with eating or drinking, and such cueing was previously provided by family and/or caregiver(s), and the resident is now experiencing weight loss or dehydration; and
 - E. the resident, who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently (when the resident had rarely cried in the past).
3. Compassionate caregiving visitation shall be permitted at all times, **regardless of any general visitation restrictions.**

NOTE: It is critical for any visitor that tests positive after a visit; report it to the facility immediately.

ADDITIONAL INFORMATION:

- Any gifts or food that are brought to the resident should be in an original, closed package or in a container that can be disinfected. They need to be checked by Lutheran staff, and wiped down with disinfectant prior to the start of the visit.

****This visitation plan is subject to change. Lutheran retains the right to change or suspend visitation at any time. ****

Developed:	8/20/2020	4/20/2021	7/14/2021
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