



Clarewood House Extended Care Center & Clarewood House Assisted Living Visitation Policies

September 24, 2020

Policy:

This policy defines the guidance under which designated Essential Caregivers may visit residents in the Clarewood House Extended Care Center and Clarewood House Assisted Living Facilities. The policy is designed to ensure the safety and well-being of residents as well as visiting family members and/or friends. The guidelines follow those set forth by Texas Health and Human Services Commission (HHSC), Centers for Medicare and Medicaid (CMS), and the Center for Disease Control and Prevention (CDC).

Facility Guidance:

Clarewood House will follow guidance provided by the local Health Department, Texas Health and Human Services Commission, the Texas Department of State Health Services and Centers for Medicare and Medicaid regarding any potential changes to procedures. Policies and procedures are subject to change based on regulatory guidance, executive order and/or the needs of the residents and staff of Clarewood House. Clarewood will provide as much notice as is possible when changes/updates occur.

Definition of Designated Essential Caregiver:

A family member or other outside caregiver, including a friend, volunteer, private personal caregiver or court appointed guardian who is at least 18 years old and has been designated by the resident or legal representative to provide regular care and support to the resident.

An Essential Caregiver visit is permitted in all facilities to visit COVID-19 negative and unknown COVID-19 status residents

Approval for Visitation:

To request additional facility visitation, the facility has submitted to the Regional Director in the LTRC Region where the facility is located a completed LTRC Form 2194, (COVID-19 Status Attestation Form) along with additional required information. NOTE: If more stringent restrictions that prohibit visitation to a facility are issued by local authorities, the facility is required to follow them.

Testing: The facility (NF) will continue to utilize the Harris County positivity rate for required testing as stipulated by CMS guidelines and additional facility visitation requirements.

Weekly Testing will continue for Residents and Staff or as directed by HHSC or Harris County Health Department.

Types of Visitation Allowed for Nursing Facilities and Assisted Living Facilities that Have Not Yet Received an Approved Visitation Designation:

- **Closed Window Visits** – A personal visit between a visitor and a resident during which the resident and visitor are separated by a closed window and the visitor does not enter the building. A closed window visit is permitted at all facilities and for all residents. Refer to Closed Window Policy.
- **End-of-Life Visits** – A personal visit between a visitor and a resident who is actively dying. An end-of-life visit is permitted in all facilities and for all residents at end of life. Refer to End-of-Life Visitation Policy.
- **Essential Caregiver Visits**
 - Up to two permanently designated* essential caregiver visitors per resident.
 - *Essential caregivers are those who can provide critical assistance and resident care and support.
 - Once designated, the names of the two essential caregivers will be communicated to the facility to ensure compliance with this and other governing policies.
 - Only one essential caregiver at a time may visit a resident
 - Each visit is limited to no more than two hours, unless the facility determines it can only accommodate a visit for a shorter duration and will adjust the duration of the visit accordingly.
 - The visit may occur outdoors, in the resident's bedroom, or in another area in the facility that limits visitor movement through the facility and interaction with other residents.
 - The essential caregiver may have contact with the resident, but personal protective equipment, as recommended by the facility, must be worn at all times during the visit.
 - Visits must be scheduled with Evelyn, at evelyn@clarewoodhouse.com, 713-774-5821 ext. 221.

Notifications:

- At any time that the facility experiences an outbreak (as defined by HHSC guidance) of COVID-19, the facility will follow appropriate reporting guidelines for additional testing and interventions which may include, but is not limited to, halting visitation.

Communication:

As Clarewood House continues to respond to the evolving challenges of the pandemic, Clarewood House will remain in communication with residents, resident representatives, families. Our goal is to continue to protect our residents and staff along with reuniting loved ones in support of providing social and emotional support in the safest environment possible.

Clarewood will communicate procedure implementation and changes at the facility by means of the following: • Letters • Phone Calls • Emails.

- Residents will receive a written memo placed in their rooms.
- Family/responsible parties and staff will receive an e-mail notification.
 - Anyone wanting to receive e-mail notifications can make a request by e-mailing: covid-19@clarewoodhouse.com
- The Clarewood House Covid-19 hotline is in-house extension #287 or 713-778-8287. Please visit www.clarewoodhouse.com for update Covid-19 information.

The Essential Caregiver Visitor will be informed that the Visitation Policy may change at any time due to variable circumstances. The facility will make every effort to notify the Essential Caregiver(s) as soon as changes in the policy are adopted.

Resident Preparation:

1. Information will be provided to the resident about visitation protocols, requirements and the facts about COVID-19.
2. The resident must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit.
3. The resident will be advised, per facility guidelines, to wear a facemask at all times while out of the room.
4. The resident will follow hand hygiene protocols.
5. If the resident is ill, has symptoms consistent with COVID-19, or has tested positive for COVID-19, they will not be able to participate in visitation. An alternate means of visitation will be offered, such as a virtual visit with assistance from staff if necessary.
6. The resident will be encouraged to follow infection control practices during visitation.

Essential Caregiver Visitor Preparation:

1. Essential Caregiver will schedule all visits as directed by the facility and/or with designated facility staff 24 hours prior to arriving at facility. NOTE: All visits will end at the designated time, even if the Essential Caregiver arrives late for the scheduled visit.
2. Essential Caregiver will be screened and symptom-checked when arriving at the building. An Essential Caregiver who meets any of the following screening criteria must leave the facility property and reschedule the visit
 - a. Fever defined as a temperature of 99.6 Fahrenheit and above, or signs or symptoms of a respiratory infection, such as cough, shortness of breath, or sore throat;

- b. signs or symptoms of COVID-19, including chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea;
- c. additional signs and symptoms as outlined by the Centers for Disease Control and Prevention (CDC) in Symptoms of Coronavirus at [cdc.gov](https://www.cdc.gov);
- d. contact in the last 14 days with someone who has a confirmed diagnosis of COVID-19, is under investigation for COVID-19, or is ill with a respiratory illness; or
- e. has a positive COVID-19 test results from a test performed in the last 10 days.

3. Prior to each visit, the Designated Essential Caregiver will show valid proof of a negative COVID-19 test (Antigen or PCR) in the last 14 days. The facility reserves the right to confirm the validity of the proof provided and may delay and/or prevent visitation as a result of inaccurate, incomplete and/or invalid information.

4. Information will be provided to the Essential Caregiver Visitor about visitation protocols, procedures, requirements, facts about COVID-19, use of personal protective equipment (PPE) and Infection Control prevention.

5. Essential Caregiver will sign a written agreement and acknowledgement of education that they understand and agree to follow the applicable policies, procedures, and requirements.

6. Essential Caregiver will acknowledge and agree to leave the facility at the assigned end time of the visit.

7. Essential Caregiver will be required to wear a surgical facemask for visitation, and it must be worn at all times covering both the mouth and nose.

8. Essential Caregiver must follow hand hygiene protocols with handwashing and/or alcohol gel before and after the visit.

9. Only one designated Essential Caregiver at a time (a single visit) may visit with the resident.

10. Essential Caregiver will enter and exit the facility only at designated front entrances.

11. Essential Caregiver will report to the facility if they experience any COVID-19 symptoms prior to a scheduled visit, and/or two weeks (14 days) following the day of the visit. Essential Caregiver will be provided a reminder to monitor for symptoms and will receive guidance on to whom to report an onset of any symptoms.

12. Essential Caregiver will be advised that the facility will respect the privacy of the resident during the visit, but the community will monitor visit to ensure procedures are followed.

13. If the resident requires assistance during the visit, the Essential Caregiver understands that the staff member will maintain privacy as able while assisting during the visit.

14. An Essential Caregiver who does not meet screening protocols will not be permitted to attend the visit. Essential Caregiver will be advised that failure to comply with visitation instruction and guidance will result in inability to attend the visitation.

15. Essential caregivers may come in contact with the resident they are caring for, but must not come in contact with other residents or staff members.

Facility Staff Preparation:

1. The facility staff will document the identity of each Essential Caregiver in the resident record in Resident Profile section indicating Designated Essential Caregiver.

2. The facility staff will verify the identity of the Essential Caregiver by creating an Essential Caregiver badge and will verify identity before each visit.

3. The facility staff will inform the Essential Caregiver of applicable policies, procedures and requirements.

4. The facility staff will approve the Essential Caregiver's facemask and other appropriate PPE, or provide an approved facemask and other appropriate PPE.

5. The facility will have staff members to assist/escort residents to and from the designated visitation space, and will assist as needed during the visit, while additionally providing space for privacy.

6. Staff members will wear a facemask at all times as required by the facility.

7. The facility will ensure that the resident and Essential Caregiver wash their hands and/or use alcohol-based gel prior to staff assisting/escorting them to the location of the visit. When the visit is complete, both the resident and Essential Caregiver will perform hand hygiene again.

Space Preparation:

1. Designated space to utilize in the event that the resident has a roommate will be identified by the facility.

2. The facility will ensure a safe visiting area for outdoor visits, considering outside temperatures and ventilation.

3. Designated visitation areas will be cleaned and disinfected between each visitation with special attention to high-touch surfaces, including, but not limited to, door handles, handrails, window, seating utilized, communication devices utilized, etc.

4. Manufacturer's instructions will be followed for all cleaning and disinfection products (e.g., concentration, application method and contact time, necessary personal protective equipment, etc.).

5. The outdoor area that is designated will be separated from residents and will limit the ability of the Essential Caregiver to interact with residents other than the resident with whom they are designated to visit.

6. Designated space will be fully ADA accessible.

Visitation Days / Hours:

Visitation Days/Hours will be communicated to Essential Caregivers and posted in each area of the facility. Visitation times are subject to change as determined by facility. The number of visitors to be allowed in the facility will be determined by each program based on resident needs, availability of staff, number of requests for visitation, etc.

Scheduling Procedure:

1. Essential Caregiver will contact the facility via phone or email, using the designated staff member's email address, to review available times of visitation and schedule a visit.

2. Visitation times will be scheduled at 1-hour increments

a. Note that increments of time for visitation can change based on the facility's ability to manage such visits. The scheduling system will specify the length of time for which an essential caregiver can schedule a visit.

Documentation:

1. The facility will maintain documentation of the Essential Caregiver Visitor's Agreement to follow applicable policies, procedures and requirements and Acknowledgment of Education. (Information will be scanned into PCC – Documents – Essential Visitor Agreements and Acknowledgement of Education.)

2. The facility will maintain documentation of the date of the last COVID-19 test as reported by the Essential Caregiver. This information will be documented on the Facility Visitation Log.