

## **Sapphire Estates Rehab Centre COVID-19 Visitation Policy/Procedure**

**Policy:** In order to provide a healthy and safe environment for our residents, staff and visitors during the COVID-19 pandemic, Sapphire Estates will be implementing the following visitation policy in accordance with the guidelines from the Centers for Medicare and Medicaid Services, Arizona Department of Health Services, and the Centers for Disease Control and Prevention.

### **Notification of residents and family**

Residents and families will be notified of this policy/procedure via telephone, and the Sapphire Estates website.

### **Rationale**

- To establish procedures for screening and training visitors.
- To establish procedures for compassionate care visitation.
- To establish procedures to implement progressive re-opening.
- To establish enhance environmental cleaning and sanitation routines where visitation will occur.

### **Requirements/Mitigation Measures for all Visitation**

Signs will be posted at the entrances to the facility advising visitors to check-in with the front desk to be screened for [symptoms consistent with COVID-19](#) prior to entry. Screen visitors for:

- a. Fever ( $T \geq 100.0^\circ\text{F}$ ) or chills
  - b. Cough
  - c. Shortness of breath or difficulty breathing
  - d. Fatigue
  - e. Muscle or body aches
  - f. Headache
  - g. New loss of taste or smell
  - h. Sore throat
  - i. Congestion or runny nose
  - j. Nausea or vomiting
  - k. Diarrhea
1. Restrict anyone with fever, symptoms, or those who have close contact with someone with COVID-19 infection in the prior 14 days (regardless of visitor's vaccination status).
  2. Inform all the visitors that the facility requires mask-wearing (covering mouth and nose) by residents (when safe), and visitors. Bandanas and neck gaiters do not qualify as face masks.
  3. Educate visitors on proper hand hygiene, and they must sanitize (alcohol-based hand rub) hands before visiting.
  4. Maintain social distancing of at least six (6) feet between persons.

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5. Ask visitors to inform the facility if they develop fever or symptoms consistent with COVID-19 within 14 days of visiting the facility.
6. The facility will maintain a visitor log for contact tracing purposes.
7. The facility will deny access to the premises of any visitor who refuses to comply with any mitigation measures.
8. Outdoor visitation may only occur when outdoor temperatures are considered safe according to the resident's individual medical condition and plan of care.

**Benchmarks for Progressive Re-opening Visitation**

The facility will follow ADHS Requirements for Visitation at Congregate Settings for Vulnerable Adults.

Facility will follow ADHS definitions of community spread as depicted below.

Benchmarks	Minimal	Moderate	Substantial
Percent Positivity	<5%	5-10%	≥10%

**Minimal Community Spread:** Evidence of isolated cases or limited community transmission, case investigations underway; no evidence of exposure in large communal setting.

**Moderate Community Spread:** Sustained transmission with high likelihood or confirmed exposure within communal settings and potential for rapid increase in cases.

**Substantial Community Spread:** Large scale, controlled community transmission, including communal settings (e.g., schools, workplaces).

The facility will use the CMS COVID-19 Nursing Home Data dashboard to determine the level of community spread of COVID-19.

**ADHS Requirements for Visitation at Congregate Setting for Vulnerable Adults and Children**

Community Spread Level	Indoor Visitation at all times for all residents if greater than 70% of residents are fully vaccinated	Indoor Visitation for unvaccinated residents and with less than 70% residents vaccinated.	Outdoor Visitation (no testing required)	Visits for Compassionate Care, Medical, Dental, and Behavioral Healthcare, Clergy (no test required)	Offsite or community visitation	Symptom Screening and Cloth Face Covering for all visitors	Physical Distancing (6 feet) *If the resident is fully vaccinated, the resident can choose to have close contact (including touch) with their	Communal Spaces Open	Offsite medical appointments as ordered by a medical professional
	Testing not required, but ADHS encourages facilities in medium- or								

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	high-positivity counties to offer testing to visitors, if feasible. If so, facilities should prioritize visitors that visit regularly (e.g., weekly), although any visitor can be tested. Facilities may also encourage visitors to be tested on their own prior to coming to the facility.						visitor while wearing a well-fitting face mask and performing hand-hygiene before and after. Regardless, visitors should physically distance from other residents and staff in the facility.		
Minimal	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Moderate	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Substantial	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes

Note: Limited outdoor visitation should only occur when outdoor temperatures are considered safe according to the patient's or resident's treatment plan and individual medical condition.

The facility will follow the established public health benchmarks before offering expanded in-person visitation:

- Cases: A two-week period with new case rates below 100 per 100,000
- Percent Positivity: two weeks with less than 10% positivity rate
- COVID-like Illness Syndromic Surveillance: two-weeks with hospital visits due to COVID-like illness below 10%
- No Outbreak: The facility must not have any outbreak in the previous two-weeks (14-day) period. An outbreak is defined as one or more laboratory-confirmed COVID-19 cases among residents or staff with onsets within 14 days, who are epidemiologically linked, and do not share a living space
- The facility has sufficient staff
- The facility has sufficient personal protective equipment for staff, visitors, and residents, as needed

### Outdoor Visitation

- Outdoor visitation is allowed at all times for all visitors and is the preferred method of visitation and should be held whenever practicable. All appropriate infection control and prevention practices (e.g., masks, social distancing) should be adhered to during the visit.

### Indoor Visitation

- Indoor visitation is allowed except for when there is a high risk of COVID-19 transmission. Indoor visitation exceptions: Visitation to residents should be restricted to compassionate care visits or visits required under federal disability rights law under the following circumstances:
  - Unvaccinated residents, if the Pima County positivity rate is >10% and <70% of residents in the facility are fully vaccinated.

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- Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met the criteria to discontinue Transmission-Base Precautions; or
- Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine. See the *COVID Release from Isolation and Quarantine Policy*.

### **Indoor Visitation During an Outbreak**

- An outbreak exists when a new nursing home onset of COVID-19 occurs, whether it be a resident or staff member.
- When a new case of COVID-19 among residents or staff is identified, the facility will immediately suspend all visitation (except for compassionate care visits and visits required under federal disability rights law). Visitation can resume in unaffected areas of the facility if:
  - Evidence exists that the outbreak is contained to a single area of the facility (unit, floor, etc.)
  - No other cases are detected through testing in other units or areas of the facility.

### **Visitor Testing and Vaccination**

- We encourage all visitors to be tested and/or vaccinated prior to visiting.

### **Compassionate Care Visits**

- Compassionate care visits include visits for end-of-life or terminal diseases. These visits also include, but are not limited to, visits by necessary healthcare professionals (including medical, dental, and behavioral healthcare), professionals assisting individuals with disabilities, including the use of licensed sign language interpreters and other communication service providers, and clergy or lay persons providing religious support. These visits also include other situations including but not limited to:
  - A resident, who was living with their family before admission and is now struggling with the change of environment and lack of family support.
  - A resident who is grieving after a friend or family member recently passed away.
  - A resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.
  - A resident who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently.
  - Compassionate care visits are allowed regardless of the level of community spread.
  - Visitors will be limited to a specific room only
  - Visitors are to maintain social distancing (6 feet) and limit contact with the environment as much as possible.
- Compassionate Care Visits are allowed at all times, regardless of a resident's vaccination status, the county's COVID-19 positivity rate, or an outbreak within the facility.
- If during a compassionate care visit, a visitor and the facility may identify a way to allow for personal contact. This should be done following appropriate infection prevention guidelines, and for a limited amount of time.
- If the resident is fully vaccinated, they can choose to have close contact with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after.
- Visitors should physically distance themselves for other residents and staff while in the facility.

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## **Offsite or Community Visitation**

- Offsite or community visitation means the resident leaves the facility into the community for various non-medical reasons such as lunch with family, shopping, or any other community activity.
- The resident does not need to quarantine for 14-days when they return unless the resident is directly exposed to a COVID-19 positive individual or an individual who is experiencing COVID-19 symptoms for more than 15 minutes.
- When in the community, ADHS encourages the use of masks, social distancing, and sanitation precautions regardless of the vaccination status of the resident.

## **Additional Visitation Types**

- Health care workers who are not employees of the facility but provide direct care to our resident's, such as hospice workers, dentists, laboratory technicians, radiology technicians, social workers, clergy, etc., are permitted to come into the facility as long as they are not subject to a work exclusion due to an exposure to COVID-19 or show signs or symptoms of COVID-19 after being screened. Therapy dogs are permitted; however, the handler must adhere to the visitation policy.
- Emergency Medical Services (EMS) personnel do not need to be screened.
- Regulatory and investigative personnel who are not employees of the facility but ensure the health and safety of residents, such as law enforcement, ADHS/CMS licensing surveyors, APS investigators, and health plan quality assurance investigators, etc. are permitted to come into the facility as long as they are not subject to a work exclusion due to an exposure to COVID-19 or show signs or symptoms of COVID-19 after being screened.
- Attorneys are encouraged to utilize virtual services. However, attorney visitation should be allowed unless they are subject to a work exclusion due to an exposure to COVID-19 or show symptoms of COVID-19 after being screened.

## **Ombudsman**

- Visitation by the ombudsman is allowed during all levels of community spread as they are essential workers.

## **General Visitation**

- Residents on the COVID Unit and residents considered Persons Under Investigation (PUI) Unit are not permitted to have visitors.
- Family and Friends visitation may occur as benchmark reopening measures allow and if all mitigation measures are met and followed.
- Hairstylists, educators, entertainers, and volunteer's visitation may occur as benchmark reopening measures allow and if all mitigation measures are met and followed.
- Visitors who are unable or are unwilling to adhere to the requirements of COVID-19 prevention as noted in this document, such as wearing a mask at all times and maintaining physical distancing, will not be permitted to visit and if in the facility, will be asked to leave.

## **Visitor Access to Resident's Room**

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- Only if the resident does not have a roommate/share a room, or is bed bound. If the resident has a roommate and is not able to visit outside the room, the curtain shall be closed, and the visitor shall remain on their loved one's portion of the room.
- A mask must always be worn by the visitor and the resident (when safe).
- The visitor must wash their hands before entering and when leaving the room.
- Visitor is to remain 6 feet from all residents and staff
- Visitor may not use the resident's restroom

**Facility Specific Visitation Policy**

- The facility visitation hours are Monday thru Friday, 10AM to 9PM, and Saturday and Sunday, 10AM to 5PM.
- The facility's resident visitation is by appointment only.
- Only four (4) visitors are allowed per resident at one time.