

April 2, 2021 Visitation Summary

Dear friends,

We are proud that you entrust us with caring for your loved ones.

We are committed to the safety and respect for those who rely on us most, and we are following federal and state health department guidelines that ensure the well-being of all residents, families and staff regarding visitations during the COVID-19 pandemic.

In keeping up with the challenges, we are enacting the most recent Centers for Medicare & Medicaid Services (CMS) guidelines regarding visitation. We plan to offer a variety of structured, pre-scheduled, time-limited options for you to visit your loved one. The options include:

- ✓ Outdoor visits (preferred)
- ✓ Window visits
- ✓ Virtual visits
- ✓ Indoor visits, in a designated location
- ✓ In-room visits

We appreciate your patience and understanding as we prepare to increase your ability to safely visit your loved ones. Except for on-going use of virtual visits, we may restrict visitation due to the COVID-19 county positivity rate, the facility's COVID-19 status, a resident's COVID-19 status, visitor symptoms, lack of adherence to proper infection control practices, or other relevant factors related to the COVID-19. In the event the facility has to restrict visitation, you will be notified.

In addition, during your visit, you will be required to adhere to the Centers for Disease Control (CDC) safety precautions:

- ✓ Screening of all who enter the facility for signs and symptoms of COVID-19 (temperature checks, questions or observations about signs or symptoms), and denial of entry of those with signs or symptoms
- ✓ Hand hygiene (use of alcohol-based hand rub is preferred)
- ✓ Face covering or mask (covering mouth and nose)
- ✓ Social distancing at least six feet between persons
- ✓ Visitors may be required to undergo COVID -19 testing, as required, based on federal and state guidelines depending on the type/location of visit.

In the event the guidelines are not followed or unable to be met, visitation will be restricted. As opportunities for in-facility visitation increase, so does the risk to our residents and staff. In addition to the above core principles, the facility will:

- ✓ Schedule all visits
- ✓ Limit the total number of visitors allowed in the facility at one time
- ✓ Provide education on visitor expectations while in the facility
- ✓ Monitor compliance during the visit
- ✓ Request visitors to leave in the event they are unable to follow safety guidelines.

In order to facilitate visitation, we will use the COVID-19 county positivity rate, located on the [COVID-19 Nursing Home Data website](#):

- ✓ Low (<5%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)
- ✓ Medium (5% – 10%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)
- ✓ High (>10%) = Visitation should only occur for compassionate care situations according to the core principles of COVID-19 infection prevention and facility policies

Exceptions to this standard include CMS and the DOH compassionate care and end-of-life visits that can be scheduled outside of the limits of the county positivity rate. Both situations have specific criteria and requirements to allow these exceptions.

Compassionate care can be provided by family or others, such as clergy, who can meet the resident needs. Examples include, but are not limited to:

- ✓ A resident, who was living with their family before recently being admitted to a nursing home, is struggling with the change in environment and lack of physical 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 (when the resident had rarely cried in the past).

Since the outset of this pandemic, our primary goal is to protect our staff and residents by not introducing COVID-19 from the outside. As we facilitate visitations, there will be circumstances in which visitors will be required to submit proof of negative COVID-19 test results, within seven days of their initial, in-facility visit and complete ongoing testing based on the staff testing frequency.

These cautionary practices are in place for the protection of you and your loved ones. We will maintain frequent communication to keep you updated with changes in visitation or any new restrictions.

How to Schedule an Outdoor patio visit or Indoor visit in a neutral area on our first floor due to inclement weather or resident need, in a designated location:

We can only accommodate this type of visit that are scheduled by calling **Mary Ryan at 570-344-6177 ext. 1104.** Mary is available Monday through Friday from 8 a.m. – 3:30 p.m. or by email: mryan@jhep.org

General Guidelines on patio/ indoor first floor neutral area visits.

We are only able to accommodate residents having 2 visitors at one time.

Children are permitted to visit when accompanied by an adult visitor, within the number of allowable visitors as determined above. Adult visitors must be able to manage children, and children, 2 years of age and older, must wear a facemask during the entire visit. Children must also maintain strict social distancing

No pets will be permitted at this time

The facility is limited to a total of 4 visits occurring simultaneously to support safe infection prevention actions to maintain social distancing.

Visits will be scheduled thru the scheduler at 45 minutes time intervals to allow all residents to receive visitors.

Patio visits will be scheduled for residents in green zones on the following days:

Monday, Tuesday, Wednesday, Thursday At this time there will not be floor specific visiting days to allow greater flexibility for families to schedule a time for the Mon- Thursday visit slots.

Visiting times are from 9:30 a.m. – 11:15 a.m. (concluding at 11:30 a.m.) and 13:30 p.m. – 4:15 p.m. (concluding at 4:45 p.m.)

Visits are limited to 45 minutes.

There are three time slots open on Saturdays and Sundays, 10:30 a.m. and 1 p.m. 2::00 pm Because these weekend time slots are very limited, we ask your understanding as we are providing this on a rotational basis and give priority to family members who have had limited opportunities to participate in our week day visits.

These cautionary practices are in place for the protection of you and your loved ones. We will maintain frequent communication to keep you updated with changes in visitation or any new restrictions.

We thank you for your continued support through the COVID-19 pandemic. Our main goal remains to provide high-quality care and to keep your loved ones safe.

