

September 15, 2021

Visitation Summary for COVID 19- Vaccinated Visitors & Leaves out of the Building other than Medical Appointments

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 are making modifications to our guidelines now due to the increase in community transmission rate in Lackawanna County which is high: red level as of today.**

Out-of-Building trips with family or friends:

Out-of-the-building visits such as for meals or day trips other than medical appointments are on hold for the safety of all residents and staff in the building.

Guidelines to visit a resident who is located in a green zone in our building:

Visitors who are vaccinated: We do require proof of vaccination status.

Visits can be scheduled during a 2 hour time frame each day. The hours would be from 10 am to 7 pm. The visits would still be scheduled through Mary Ryan at 570-344-6177 ext. 1104 or e-mail at mryan@jhep.org. Mary is available Monday through Friday from 8 a.m.-3:30 p.m. Except for inclement weather, it is best to bring your loved one to one of our outside areas for visits.

We ask that you schedule your visit at least the day before you want to come. Visits for Saturday, Sunday and Monday must be scheduled by Friday at 1 p.m. The schedule is to provide our reception staff with notice of the number visitors coming and vaccination status.

With this advance in time and location, there would be no need for compassionate visits as all visits would be a two-hour length of time and in-room. Families have the option to bring their loved one off of their floor to visit on our patio or in one of our common areas on the first floor. For residents on our second floor, that patio can also be used if desired.

When using the elevator, we ask that you abide by the limit of four people at a time, this includes the residents.

The virtual visits would be decreased for those that can come to visit in-person. End-of-life visits continue without any change.

Once again for the safety of our residents, we may restrict visitation due to the COVID-19 county transmission 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 the event that a unit would transition to yellow status again, visiting status and criteria on Compassionate Care visits will be re-evaluated.

There are specific criteria which need to be met for Compassionate Care visits. In the event that we have to change a location to yellow status, redeterminations will be made on these visits on an individual basis in accordance with regulatory guidance.

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) – at all times both inside and outside of the building.**
- ✓ Social distancing at least six feet between persons
- ✓ We are requesting that visitors and residents – even those who are vaccinated – follow the CDC recommendation from July 27, 2021, that recommends masking for all.

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
- ✓ May 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.

Since the outset of this pandemic, our primary goal is to protect our residents and staff by not introducing COVID-19 from the outside. As we facilitate visitations, if you would like to provide a copy of your vaccination card, it would help the staff understand the type of precautions needed for your visit. These precautionary practices are in place for the protection of you and your loved ones.

General Guidelines for visits.

An important thing to remember is, if you do not feel well, DO NOT come to visit. We need to continue to protect our residents, your loved ones from this virus!! It will not be them bringing the virus in, it will be visitors and staff, please remember that.

Masks – Visitors, vaccinated and unvaccinated, will need to wear masks into the building and during your

entire visit. We are encouraging all of our residents vaccinated or unvaccinated to keep masks on during visits.

Social Distancing – We encourage all vaccinated and unvaccinated to maintain a social distance of 6 feet.

Hand Hygiene – There are many points during your visit for hand hygiene:

- Upon entry to building, before and after using Accushield
- After exiting elevator and before entry into your loved ones room
- After visiting with your loved one
- After exiting the elevator to leave the building and before and after Accushield
- There are hand sanitizers located at the sign in table, outside the elevators, and on the walls on floors 2, 4, and 5. On 3rd floor, they are located on the inside wall of the “cubbies”.

Elevators- Please observe elevator etiquette:

- Masks to be worn at all times while on elevator
- A limit of 4 people in the elevator
- Hand hygiene prior to and after exiting the elevator

We are only able to accommodate residents having 2 visitors at one time. If more people come to visit, you would need to switch out or take your loved one to a neutral area (1st floor, patio) off of the floor to visit. To maintain social distances we ask that no more than 5 groups congregate on the 1st floor at one time. Areas include the living- room, the Family Conference Room near therapy, and 3 areas set up in the lobby. We ask that you limit the amount of your group to no more than 4 people.

Only children 12 years or older are permitted to visit when accompanied by an adult visitor, within the number of allowable visitors as determined above.

No pets will be permitted at this time

These precautionary 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.

