

Queens Adult Care Center	Effective Date: 3/4/2022	Policy #:
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	Approved by:	
Title: COVID-19 Visitation Policy		

POLICY:

Queens Adult Care Center has amended its COVID-19 Visitation Policy in accordance with the New York State Department of Health’s DAL 22-26 Revised Visitation Guidance dated March 3, 2022

VISITATION PROCEDURE:

The Department of Health (“Department”) expects all adult care facilities (ACFs) statewide, including Queens Adult Care Center to immediately implement and comply with the provisions which echo those previously issued by the Centers for Medicare and Medicaid Services on November 12, 2021 to nursing homes. This guidance supersedes and replaces previous Department-issued guidance and recommendations related to Adult Care Facility visitation.

Queens Adult Care Center will continue to follow guidance and infection control precautions published by the Centers for Disease Control and Prevention as it relates to visitation and the subjects addressed in this Policy. These guidelines are in effect regardless of whether there is a declared public health emergency

INDOOR VISITATION

Subject to the resident’s right to deny or withdraw consent at any time and to the rules set forth by the July 8, 2021 Advisory and March 3, 2022 DAL, Queens Adult Care Center will continue to provide immediate access to any resident of visitors of their choice, including but not limited to immediate family or other relatives of the resident and any others who are visiting with the consent of the resident.

Queens Adult Care Center will not limit the number of visitors a resident can have at any one time, nor the frequency or length of visits for residents, or require advance scheduling of visits.

Queens Adult Care Center will continue to encourage physical distancing and, to the extent possible Queens Adult Care Center will avoid large gatherings during which a large congregation of individuals in the same space cannot maintain physical distancing.

Queens Adult Care Center will always permit Compassionate Care visitors. Queens Adult Care Center will continue to facilitate compassionate care visits for residents who are in need of social, emotional religious, spiritual support etc. from family, friends, clergy or other at all times. Compassionate care visits and visits required under applicable disability rights law, will always be allowed irrespective of a resident’s vaccination status, the region’s COVID-19 positivity rate, or an outbreak at the Home. Likewise, Peer Bridgers, housing contractors, care managers, and other similar providers (collectively, “Settlement

Providers”) will be able to access residents absent reasonable cause such visitation would directly endanger the safety of residents.

In the event Queens Adult Care Center refuses visitor access, such refusal will be documented in accordance with Title 18 485.14 (h) including:

- (1) record a written statement of the incident, including the reasons for denial, the date and time and identification of the individuals involved;
- (2) maintain the statement at the facility; and
- (3) make such statement available upon request to the resident involved and persons denied access

INFECTION CONTROL AND PREVENTION

a. In General: .

- All visitors upon arrival to Queens Adult Care Center, with the exception of emergency personnel responding to an emergency, must be screened for signs and symptoms of Covid-19. Visitors will be asked to sign a questionnaire at the time of visitation disclosing whether or not they have had signs or symptoms of COVID-19 (fever, sore throat, runny nose, cough, shortness of breath, muscle aches, diarrhea, travel restrictions, etc.).
- A temperature check will also be conducted prior to visitors entering or visiting with residents of Queens Adult Care Center.
- All visitors will be asked to perform hand hygiene. Many hand sanitizing stations are located throughout the facility.
- Visitors are requested to wear, and will be given if needed, appropriate personal protective equipment (“PPE”) to wear while at the Home. Visitors and residents are instructed to wear face coverings or masks and physically distance. Particularly if either is at increased risk for severe disease or unvaccinated.
- All visitors must wear face masks and follow appropriate social distancing by maintaining a distance of at least six (6) feet from other persons.
 1. Specifically, all visitors must maintain physical distance from all other residents and Queens Adult Care Center staff
 2. Visitors will be required to wear face masks when around other residents or employees of Queens Adult Care Center regardless of vaccination status
- Visitors who have an abnormal temperature or temperature of 100 Degrees Fahrenheit or higher, fail symptom check, or fail to agree to wear a mask and social distance, will be asked to leave the Home

b. Maximum Number of Visitors:

Queens Adult Care Center *will not* limit the number of visitors a resident can have at any one time, nor the frequency or length of visits for residents, or require advance scheduling of visits.

c. Other Important Infection Control and Prevention:

Adequate PPE, including masks and hand sanitizer will be made available to all visitors and residents in order to encourage a safe visit in adherence with CDC and New York State guidelines. Visitors not wearing face masks, social distancing, or otherwise not following the core principles and best practices of infection control and prevention, as established by Queens Adult Care Center’ policies and procedures, will have their visitation immediately terminated.

The Home will provide instructional signage for visitors throughout the Home and will also provide its visitors with proper education on COVID-19 signs and symptoms, infection control and prevention, use of face coverings, safe social distancing and appropriate hand hygiene.

The Home will continue to disinfect and clean all designated visitation areas, indoor, outdoor, and resident rooms throughout the day and as appropriate

VISITATION PROTOCOL:

Visitors who have a positive viral test for COVID-19, symptoms of COVID-19 irrespective of test result, or currently meet the criteria for quarantine, should not enter Queens Adult Care Center. All who enter, with the exception of emergency personnel responding to an emergency, must be screened for these exclusions

While not recommended, residents who are on transmission-based precautions or quarantine can receive visitors. Such visits should occur in the resident's room and the resident must wear a well-fitting facemask (if tolerated). Before visiting such residents, visitors must be made aware of the potential risks of visiting and the precautions necessary to visit the resident. Visitors must adhere to the core principles of infection prevention. Queens Adult Care Center will offer surgical masks to all visitors, should they need, but will encourage those who are visiting residents in isolation to wear well-fitting facemasks and other forms of personal protective equipment (PPE). Queens Adult Care Center will assist visitors to the isolation rooms with gowns and gloves as PPE for their visit.

If a resident's roommate is unvaccinated or immunocompromised (irrespective of vaccination status) then visits should not be permitted in the resident's room, if possible. Instead, if the immunocompromised resident or roommate is unable to leave the room, then Queens Adult Care Center will make every effort to enable in-room visitation while adhering to the core principles of infection prevention.

Visitors will not be permitted to visit if they are experiencing any signs or symptoms of COVID-19, have returned from a high-risk area or have been in contact with someone who has tested positive for COVID-19.

Upon arrival to Queens Adult Care Center, all visitors will be instructed to first report to the reception to check in. All visitors will be asked to check in using a tablet and will submit to having their temperature taken. Should any visitor have a temperature that is greater than 100 Degrees Fahrenheit, such visitor will not be allowed entry to the Home for a visit.

- All visitors will need to provide the Queens Adult Care Center with the following information at the time of visitation:

All visitors will need to provide the Facility with the following information at the time of visitation:

- First and Last Name of visitor;
- First and last name of resident being visited;
- Physical street and address of visitor;
- Daytime and Evening Phone Number of visitor;
- Date and Time of Visit;

All visitors will also be asked to fill out the below questionnaire questions to determine if they are exhibiting any signs or symptoms of COVID-19. If the visitor answers yes to any of the below questions, regardless of their vaccination status, they will immediately be asked to leave the facility and their visitation will be cancelled.

1. **Do you have a fever or chills?**
2. **Do you have any new respiratory issues/symptoms to report?**
3. **Do you have a cough?**
4. **Do you have shortness of breath or difficulty breathing?**
5. **Do you feel fatigued?**
6. **Do you have muscle or body aches?**
7. **Do you have a headache?**
8. **Do you have new loss of taste or smell?**
9. **Do you have a sore throat?**
10. **Are you congested or have a runny nose?**
11. **Are you nauseous or vomiting?**
12. **Do you have diarrhea?**
13. **Have you been tested for COVID-19 and are waiting to receive test results?**
14. **In the past 14 days have you tested positive for COVID-19, or are you presumptively positive for COVID-19 based on your health care provider's assessment or your symptoms?**
15. **In the past 14 days, have you been in close proximity to anyone who is experiencing any of the above symptoms or has experienced any of the above symptoms since your contact?**
16. **In the past 14 days, have you been in close proximity to anyone who has tested positive for COVID-19?**
17. **In the past 14 days, have you been on a commercial flight or traveled internationally outside of the United States and not followed CDC and New York State testing and quarantine guidelines upon return?**
18. **In the past 14 days, have you traveled domestically within the United States and not followed CDC and New York State testing and quarantine guidelines upon return?**
19. **In the past 14 days, have you been in close proximity to anyone who has traveled internationally outside of the United States or domestically within the United States?**

The information obtained in the above questionnaire, will be maintained in electronic format and will be made available to the New York State Department of Health upon request for the purposes of inspection and contact tracing.

- All visitors will also be asked to fill out a questionnaire with various questions being used to determine if they are exhibiting any signs or symptoms of COVID-19. If the visitor answers “YES” to any of the questions on the COVID-19 visitor questionnaire, regardless of their vaccination status, the visitor will immediately be asked to leave the Home
- The information obtained by the Home in connection with the visitation process, including the data collected on the above-reference visitor questionnaire, will be maintained in electronic format so it can be made available to the New York State Department of Health upon request for the purposes of inspection and contact tracing.

All visitors must also observe the following core principles and best practices for visitation appointments with residents:

- All visitors and residents must wear face coverings at all times and maintain social distancing of at least six (6) feet from other residents and staff in the Home.
- All visitors are encouraged to wash their hands with soap and water or alcohol-based hand sanitizer before entering the indoor or outdoor visitation areas or a resident's room.
- Visitors are required to complete a brief health screening questionnaire before being allowed entry to the Home. Visitors may not enter the Home without completing a health screening questionnaire.

- Visitors may be required to leave the Home at any time if they are unwilling or unable to comply with visitation guidelines or direction from the Home's staff.

VISITATION NOTICE

Visitors of residents will also be asked to electronically sign the following notice before their visitation appointment:

I understand that I am being allowed to visit Queens Adult Care Center during a pandemic and that I must follow all visitation rules and requirements for my safety, the safety of Queens Adult Care Center residents and staff and all others who may be present at the Home at the time of your visitation.

I understand that the Centers for Disease Control and Prevention (the "CDC") has stated that there is evidence that persons with COVID-19 may be asymptomatic or pre-symptomatic, and that the virus may be transmitted to a resident or others by me if I am such a carrier.

I understand that despite adhering to all precautions, there is still a possibility that I will be exposed to or contract COVID-19 and that I could expose others to COVID-19, including the person I am visiting at Queens Adult Care Center and that such exposure could cause illness, harm and death. I understand that persons with underlying health conditions may be particularly susceptible to illness and death from COVID-19, including but not limited to the following health conditions: heart disease, chronic lung disease, suppressed immunity system, severe obesity, diabetes, chronic kidney disease and liver disease. I have been advised of these risks and choose to visit Queens Adult Care Center, understanding and knowing my own health condition(s).

I am choosing to visit Queens Adult Care Center during the COVID-19 pandemic and understand that I do so at my own risk. I have read the above and understand that this notice is not inclusive of all risks and safety measures related to COVID-19. I agree and acknowledge that I have read, understand, and voluntarily sign this notice and agree to assume and accept the risks associated with my choice to visit Queens Adult Care Center during a pandemic and that illness or death to myself or others could result or arise from my visit, particularly if I do not follow the visitation rules and requirements of Queens Adult Care Center.

I have read and voluntarily sign this notice.

TERMINATION OF VISITATION PLAN

The Home may be required to suspend visitation at any time based upon New York State Department of Health and NYC Department of Health and Mental Hygiene guidelines/recommendations and circumstances at the Home.

COMMUNICATION PLAN WITH FAMILIES/RESIDENT REPRESENTATIVES

Family members will be notified of any significant changes in the COVID-19 Visitation Policy of Queens Adult Care Center by automated telephone messaging and Residents will be notified with announcements over the PA system and distribution of flyers.

Queens Adult Care Center recognizes that although the Home has reopened to visitors, not everyone will be comfortable enough to visit the Home. Queens Adult Care Center will continue to assist and facilitate communication with residents' friends and family. Family and significant others are encouraged to contact the Home should they have any questions or concerns about their resident loved one. For those that are comfortable enough to visit the Home, such communications will continue in addition to visitation.

The Home has taken the following steps to assist and facilitate communication between residents' and their family and friends:

1. We have purchased tablets to facilitate video calls should the resident wish.
2. Staff will continue assisting with making video calls on capable resident phones.
3. Residents have phones in their rooms to accept transfer calls through the Home's phone system.
4. Staff will continue to assist residents in making phone calls to their family and friends.

Visitation by State Representatives and Settlement Providers

Consistent with 18 NYCRR §§485.14 and 485.18, Queens Adult Care Center will not restrict visitation absent reasonable cause such would directly endanger the safety of residents. Accordingly, Queens Adult Care Center will facilitate in-person visitation consistent with the applicable regulations and within the parameters of this guidance.

This applies to representatives of the Office of the State Long-Term Care Ombudsman, peer bridgers, housing contractors, care managers and other similar providers (collectively, "Settlement Providers"), and protection and advocacy representatives.

- If a provider referenced in the preceding paragraph is planning to visit a resident who is either on transmission-based precautions or quarantine, or an unvaccinated resident, the surveyor or provider must be made aware of the potential risks and the visit should take place within the resident's room.
- If the resident or provider requests alternative communication in lieu of an in person visit, the facility must facilitate such communication. This may include a phone or technology-based platform.

Queens Adult Care Center acknowledges that failure to facilitate visitation without adequate cause will result in an investigation and possible enforcement action.