



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

March 30, 2021

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.

Testing: Nursing 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 Staff as directed by HHSC or Harris County Health Department.

Visitor Screening : Required and must deny entry if signs or symptoms of COVID-19 or if visitor exposed to COVID-19 in last 14 days, even if vaccinated

Types of Visitation Allowed for Nursing Facilities and Assisted Living Facilities:

End-of-Life Visits

- End-of-life visits are defined as a personal visit between a visitor and a resident who is receiving hospice services; who is at or near end of life, with or without receiving hospice services; or whose prognosis does not indicate recovery.
- End-of-life visits may occur for all residents with any COVID-19 status, including COVID-19 Negative, unknown status or COVID-19 positive status.
- End-of-life visitors do not have to maintain physical distancing between themselves and the resident they are visiting, but they must maintain physical distancing between themselves and all other persons in the facility.

Essential Caregiver Visits

- **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, unknown or COVID-19 positive status residents
- A negative COVID-19 test result is no longer required for essential caregiver
- Up to two essential caregivers can be designated per resident and up to two essential caregivers can visit each resident at a time.
- An essential caregiver visit is not allowed if the visitor has signs or symptoms of COVID-19 or an active COVID-19 infection.

- Each essential caregiver visit must be by appointment.
- Essential caregiver visits can 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.
- A resident's preference for where the visit occurs should be accommodated unless doing so would place the resident or visitor at risk or potentially violate another resident's rights.
- The essential caregiver must be trained by the NF on the appropriate use of personal protective equipment (PPE).
- The resident must wear a facemask or cloth face covering over both the mouth and nose (if tolerated) throughout the visit.
- A resident may remove their facemask or face covering to eat or drink during a visit, but a visitor must not remove their facemask or face covering during the visit or while in the facility or on the facility campus.
- Essential caregivers do not have to maintain physical distancing between themselves and the resident they are visiting but must maintain physical distancing between themselves and all other persons in the facility

Indoor Visits

- A plexiglass barrier or booth is no longer required for indoor visitation.
- NF staff monitoring visits is no longer required
- Visitation appointments must be scheduled to allow time for cleaning and sanitization of the visitation area between visits.
- A NF must ensure physical distancing of at least six feet is maintained between visitors and all other residents and staff at all times and limit the number of visitors and residents in a visitation area as needed to ensure physical distancing is maintained.

- Visits are permitted only where adequate space is available. The NF must limit the movement of the visitor through the facility to ensure interaction with other residents is minimized.

During an indoor visit:

- visitors must wear a facemask or face covering over both the mouth and nose throughout the visit;
- residents must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit, unless the resident removes the facemask to eat or drink; and
- the visitors and the resident must practice proper hand hygiene before and after the visit.
- A fully-vaccinated resident wearing a well-fitting face covering or facemask may choose to have physical contact with their visitor during an indoor visit. Otherwise, physical contact between a resident and a visitor participating in an indoor visit is prohibited.

Outdoor Visits

- Outdoor visitation allowed for all residents who are COVID-19 negative.
- Staff are no longer required to monitor visits or escort visitors to and from the visitation area.
- Visitation appointments must be scheduled to allow time for cleaning and sanitization of the visitation area between visits.
- Physical distancing of at least six feet must be maintained between visitors and all other residents and staff at all times and limit the number of visitors and residents in a visitation area as needed to ensure physical distancing is maintained.
- The NF must limit the movement of the visitor through the facility campus to ensure interaction with other residents is minimized.

During an outdoor visit:

- visitors must wear a facemask or face covering over both the mouth and nose throughout the visit;
- residents must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit, unless the resident removes the facemask to eat or drink; and
- the visitors and the resident must practice proper hand hygiene before and after the visit.
- A fully-vaccinated resident wearing a well-fitting face covering or facemask may choose to have physical contact with their visitor during an outdoor visit. Otherwise, physical contact between a resident and a visitor participating in an outdoor visit is prohibited.

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:

- Information will be provided to the resident about visitation protocols, requirements and the facts about COVID-19.
- The resident must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit.
- The resident will be advised, per facility guidelines, to wear a facemask at all times while out of the room.
- The resident will follow hand hygiene protocols and infection control guidelines.

Essential Caregiver Visitor Preparation:

- Essential Caregiver will schedule all visits as directed by the facility and/or with designated facility staff 24 hours prior to arriving at facility.
- 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;
 - 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.
- 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.

- Essential Caregiver will sign a written agreement and acknowledgement of education that they understand and agree to follow the applicable policies, procedures, and requirements. 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.
- Essential Caregiver must follow hand hygiene protocols with handwashing and/or alcohol gel before and after the visit.
- 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.
- 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.
- 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:

- The facility staff will document the identity of each Essential Caregiver in the resident record in Resident Profile section indicating Designated Essential Caregiver.
- The facility staff will verify the identity of the Essential Caregiver by creating an Essential Caregiver badge and will verify identity before each visit.
- The facility staff will inform the Essential Caregiver of applicable policies, procedures and requirements.
- The facility staff will approve the Essential Caregiver's facemask and other appropriate PPE, or provide an approved facemask and other appropriate PPE.
- The facility will have staff members to assist residents to and from the designated visitation space, and will assist as needed during the visit, while additionally providing space for privacy.
- Staff members will wear a facemask at all times as required by the facility.
- 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:

- Designated space to utilize in the event that the resident has a roommate will be identified by the facility.
- The facility will ensure a safe visiting area for outdoor visits, considering outside temperatures and ventilation.
- 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.

- 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.).
- 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.
- Designated space will be fully ADA accessible.

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.
Call Activity Director - Evelyn Malveaux @ 713-774-5821 Ext # 221 or
e-mail: evelyn@clarewoodhouse.com

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.)