

## PINEVIEW COMMONS ASSISTED LIVING

### POLICY AND PROCEDURE LIMITED RESIDENT VISITATION

Effective: 8/17/20

Revision Dates: 9/18/20, 11/1/20

#### **POLICY**

It is the policy of Pineview Commons Assisted Living to offer limited visitation according to the New York State Department of Health guidelines and to maintain the safety of our residents.

#### **PROCEDURE**

1. During the cold winter months outside visiting will be suspended. Limited visitation will occur inside our enclosed foyer area located at the upstairs entrance off of the circular driveway. Visits will commence weather and temperature of the foyer permitting. Due to the space necessary to maintain social distancing, no more than 1 visit will occur at a time. Residents will be allowed a maximum of 2 visitors at any one time. Visitors must not go past this enclosed area and the wooden doors that enter into facility will remain closed at all times. Visitors under the age of 18 must be accompanied by an adult 18 years of age or older. Visitation will be paused for a period of 14 days if any resident or staff test positive for COVID-19. If visitation is paused due to a positive COVID-19 case, residents will be notified in person. Family will receive a phone call and/or mail/email from the facility.
2. Visitation days will be Monday – Friday with various visiting hours throughout the day. Visits **must be scheduled 24 hours in advance** by contacting the Coordinator of Resident and Family Services at 518-762-5488 x 110. Please call Monday – Friday between 8:30 a.m. – 4:30 p.m. to schedule a visit.
3. When arriving for visits you may go directly to the foyer area. You will be allowed in by staff. Upon arrival complete the screening process which includes hand sanitizing, filling out appropriate questionnaire which includes name, address, phone number, date of visit, email if applicable, temperature taken, list of questions including recent travel and ensuring that you have appropriate face covering and a notation indicating that you cleared the screening. The reason for this information is for contact tracing for the Department of Health. If you do not have appropriate face covering the facility will provide you with a cloth mask to keep. It will be your responsibility to care for the cloth mask which includes washing it after use and bringing it with you on each visit. If a visitor screens positive for any signs or symptoms of COVID-19 or fails any of the screening process prior to resident access the visitation will be denied. If you have a visit scheduled and you have a cough, sore throat, gastrointestinal issues or any other symptoms please cancel your visit and do not come to the facility.

4. During visitation you must maintain social distancing (minimum of 6 feet apart) at all times from all residents, staff and other visitors. During visitation the facility must ensure that the social distancing is maintained, so we ask that you do not touch, hug, kiss your loved one as a few examples. No eating or drinking during the visit. No pets allowed during visitation.
5. The facility will provide hand sanitizer and hands must be sanitized before and after each visit. After each visit the visitation area will be cleaned and disinfected using EPA-approved disinfectant.
6. If you are bringing items to the facility for a resident the items will have to be dropped off at the side entrance prior to the visit. Current policy for dropping off items remains in place.
7. If the facility falls out of compliance with any of the above requirements the facility must halt visitation. The Department of Health can halt visitation at the facility at anytime due to community or facility spread of infection or when the Department of Health identifies that the facility has failed to comply with requirements of visitation guidelines.
8. If any **visitor fails to adhere to the protocol**, he/she/they **will be prohibited** from visiting during the duration of the COVID-19 state declared public health emergency.
9. In summary, the Department of Health has issued the above guidelines to restart limited visitation. The Department of Health reserves the right to restrict visitation at any point. Failure of the facility to follow the guidelines may result in further restriction or revocation of visitation.

“Video chats” will remain available and will be utilized on the colder days. Window visits are suspended throughout the winter.