

NO PERSON LEFT BEHIND

Coventry Assisted Living Facility and the Florry House Visitation Policy

We are here to support you and your loved ones during the COMMUNICABLE DISEASE pandemic and any other unknown infectious outbreak. Below is the visitation procedure during an epidemic:

- Residents, staff and loved ones will be notified if there is a COMMUNICABLE DISEASE virus spread in the facility.
- The facility may not require visitors to submit proof of any vaccination or immunization.
- There will be a designate an entrance that visitors can use to access the healthcare facility.
- Visitors who are noted by healthcare facility staff to have fever or other symptoms of acute respiratory illness (e.g., cough or shortness of breath) should be instructed to leave the facility and seek care if needed.
- Visits shall be scheduled a day in advance by contacting the facility during quarantine. Visitors will be screened, educated and trained prior to visiting the resident to ascertain the purpose of the visit, wearing of face mask, hand washing and/or hand sanitizing, social distancing, limited movement within the facility, and last exposure with COMMUNICABLE DISEASE.
- Length of visit shall be limited to 1 hour with no more than 2 persons at a time. Consensual physical contact is allowed between a resident and a visitor.
- Training on Personal Protective Equipment (PPE) use should be conducted by a trained healthcare worker and include observations for visitors to ensure correct donning and doffing of PPE and appropriate hand hygiene. Appropriate disposal of PPE should be done.
 - Visitors should follow the recommended procedure to lower the risk of transmission:
 - Signs and symptoms of COMMUNICABLE DISEASE including instructions on who to notify if they develop symptoms.
 - Performing hand hygiene by washing hands with soap and water for at least 40 seconds or by using an alcohol-based hand rub with at least 60% ethanol or 70%

isopropanol for at least 20 seconds. Facilities should provide adequate supplies for visitors to perform hand hygiene.

- Following respiratory hygiene and cough etiquette (e.g., covering mouth and nose with a disposable tissue when coughing or sneezing) in the event an individual develops respiratory symptoms while visiting the facility. Facilities should provide adequate supplies for visitors to perform respiratory hygiene and should instruct visitors with cough or other respiratory symptoms to immediately leave the facility and seek care if needed.
 - Because residents with COMMUNICABLE DISEASE are on isolation precautions and PPE supplies are limited, facilities should enforce visitor restriction policies. PPE should not be shared among family members of a patient with COMMUNICABLE DISEASE. Visitors can bring their own masks, but one will be provided by the facility as needed.
 - Training on PPE use shall be conducted by a trained healthcare worker and include observations of the visitor to ensure compliance, correct donning and doffing of PPE, and appropriate hand hygiene. Appropriate disposal of PPE will be ensured by facility staff.
 - Social distancing is required during the visit.
- Because patients with COMMUNICABLE DISEASE are on isolation precautions and PPE supplies are limited, facilities should enforce visitor restriction policies. PPE should not be shared among family members of a patient with COMMUNICABLE DISEASE. If PPE is not available for visitors, and a visitor is essential for helping to provide patient care PPE will be provided.
 - Alternate communication methods with residents shall be available such as phone, video conferencing, etc.

ESSENTIAL CAREGIVER

- A resident, client, or patient may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The provider must allow in-person visitation by the essential caregiver for at least 2 hours daily PLUS any other visitation authorized by the provider. This does not require an essential caregiver to provide necessary care to a resident, client, or patient of a provider.
- During widespread community transmission of COMMUNICABLE DISEASE, visitor access to healthcare facilities shall be restricted. All essential visitors shall be required to wear a medical mask or face cover, according to national policies, to prevent COMMUNICABLE DISEASE transmission in the facility from pre-symptomatic or asymptomatic individuals.

- COMMUNICABLE DISEASE positive residents will be isolated until they test negative. Visitation for quarantine residents will be limited to essential caregivers or family members and professionals providing patient care.

IN-PERSON VISITS DURING INFECTION CONTROL

In-person visitation will be permissible in all of the following circumstances, unless the resident, client, or patient objects:

1. End-of-life situations.
2. A resident, client, or patient who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in-person family support.
3. The resident, client, or patient is making one or more major medical decisions.
4. A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
5. A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
6. A resident, client, or patient who used to talk and interact with others is seldom speaking.

HOURS OF VISITATION

Facility will make available unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any time between the hours of 9 a.m. and 9 p.m.

VIOLATION OF VISITATION POLICY

The policies and procedures may require a visitor to agree in writing to follow the provider's policies and procedures. A provider may suspend in-person visitation of a specific visitor if the visitor violates the provider's policies and procedures.

***Visitors shall be notified when the facility is free of COMMUNICABLE DISEASE or infection transmission, and general visitation has resumed.