



CATHOLIC CHARITIES NEW HAMPSHIRE COVID-19 LIMITED VISITATION NOTICE

(Resumption of Visitation in Outdoor Setting)

This notice updates the prior visitation prohibition from CMS and the state of New Hampshire issued on March 15, 2020 for long term care facilities. The provisions outlined in this notice are the first incremental steps in resuming visitation for our residents. Visits will be limited, structured and supervised and will be by appointment only. These measures have been put into effect to protect the health and safety of our residents and staff, while promoting emotional well-being and reducing social isolation for our residents. Catholic Charities New Hampshire facilities will allow and encourage visiting, provided that physical distancing and protection requirements described in detail below are followed.

Breach of the provisions outlined below may result in loss of visitation privileges.

The primary method for family communication and visits will continue to be alternative electronic visits, such as Skype, FaceTime, WhatsApp or Google Duo.

Designated Outdoor Visitation

Before Visitation

This facility will allow in-person visitation with residents in a designated outdoor visitation location, provided all the following safety, care, and infection control measures are followed.

A. Requirements for Outdoor Visitation

- The facility, residents and visitors must comply with the processes put in place that are compliant with CCHN policies, state and federal laws and regulations, including but not limited to infection control, care planning and resident rights.
- The facility may choose to establish a list of eligible visitors together with each resident.
- Persons wishing to visit:
 - Will call the facility to schedule an appointment (see bottom of last page)
 - The facility may choose to contact persons who have expressed a desire to visit, or whom a resident has expressed a desire to see, to set up a date and time for the visit.

- Prospective visitors:
 - Will be pre-screened when the visit is scheduled with health screening questions and travel questions.
 - Will be screened again at the time of the visit with health screening questions and travel questions.
 - Those who do not meet the health screening criteria, or who have traveled within the previous 14 days out of the country, or within the USA by public transportation to include; plane, train, bus, or who have traveled to a location with an increasing number of COVID-19 cases (as noted by the CDC) will be asked to postpone their visit.
- Prospective visitors:
 - Will receive the visiting policy/guidelines that must be adhered to at the time the visit is scheduled (these are the guidelines). This may be over the telephone, via email or by letter prior to the visit.
- Priority will be given to visitors of residents who are declining in health physically or emotionally (due to social isolation).
- Each resident will be afforded the opportunity to have a visit before scheduling additional visits for residents who have already enjoyed a visit, with the exception of compassionate end of life visits, or as scheduling permits. For instance if a resident's family is not able to visit for two weeks, the facility will continue to schedule other visits even if that means some residents will have duplicative visits before every resident has completed their first visit.
- The facility has established hours for visitation: Daily 10:00 a.m. to 11:30 a.m. and 1:00 p.m. to 4:00 p.m. This schedule is set in conjunction with resident dining. We will be mindful of the need to be flexible enough to accommodate families who are not able to come during normal business hours. This will be addressed on a case-by-case basis.
- Children under 12 will be excluded from visiting.
- Pets will not be allowed to visit at this time.
- A staff member must be present to allow for safe transit of residents outdoors, and in person monitoring of visitation to ensure at least 6 feet of physical distancing between resident and their visitors.
- The facility staff member (trained in patient safety and infection control measures) must remain in close observation distance of the resident at all times, close enough to ensure compliance with visitation policy, while allowing for privacy during the visit.
- The visiting environment will be thoroughly cleaned prior to and after each visit.

- A sanitation station will be set up in the visiting area for use by residents, visitors and staff before entering and exiting the visiting area, and anytime the mask or face is touched.
- Visits are outside, scheduled in advance, dependent on permissible weather conditions, and sufficient staffing at the facility to meet resident care needs, and the health and well being of the resident. Emotional well-being is as important as physical well-being and in recognition of this, the facility will make every effort to accommodate visits to the extent possible and provide a comfortable space for visiting that includes cover from the elements.

Physical Environment for Visitation

- Designated visiting areas (2) will be outdoor locations that are accessible without entering the facility. One will be located under the front entrance portico and the other near the employee entrance (front corner of the facility).
This outdoor open-air location will allow for physical distancing between visitors, staff and resident with at least 6 feet of space consistently maintained between all individuals at all times.

Visitation Protocol

Residents

- Any resident with suspected or confirmed COVID-19 shall not be allowed visitors, until they no longer require transmission-based precautions.
- Residents must be able to be safely transported to and from the location.
- Residents will have their temperature taken and be screened for symptoms of COVID-19 immediately prior to the visit.
- Residents must wear masks at all times during the visit, and perform hand hygiene before, after and during the visit if they touch their face or mask.

Visitor Requirements During Visit

- No more than two guests per visitation.
- Must be able to wear a mask at all times during the visit.
- Surgical masks will be provided to visitors prior to entering the visitation area with instruction to cover nose and mouth until they are out of the visiting area.
- A receptacle will be placed outside of the visiting area for visitors to discard their mask should they choose to do so as they leave.

- When the visitor arrives, they will communicate via phone to the receptionist (unless instructed otherwise) that they have arrived to the facility: visitors using the front portico will park in the half circle in the front of the building. Visitors using the front left corner of the building will park in the east side (left-hand side) of the building.
- A staff member will complete health screening, do a temperature check and travel questionnaire before visitor is allowed to enter the visiting area.
- If the visitor has any symptoms of COVID -19, any exposure to someone who has confirmed or symptoms of COVID-19 in the past 14 days, or if the visitor has traveled by plane, train or bus to an area outside of the US, or in the US with increasing cases of COVID-19 (this is fluid and will change as conditions change), the visit will be postponed until 14 days have passed since the last symptom, exposure or the last date of travel. **PLEASE** be truthful with us as we cannot afford to take any chances on bringing COVID into the facility.
 - The Administrator or designee will review the CDC map weekly to identify areas of the country where the number of COVID-19 cases is surging and ensure visit monitors have a list of these areas. If a visitor has traveled to one of these locations, the visitor will be referred to the Administrator or Director of Nursing for additional screening.
- If no issues are identified during the screening process a staff member will accompany the visitor(s) to the designated visitor location.
- Visitor logs will be maintained with contact information for all visitors to enable accurate public health contact tracing should it be needed.
- Visitors must wear masks at all times during the visit, and perform hand hygiene before, after and during the visit if they touch their face or mask.
- Spaces for people to sit will be demarcated in the visitation area and residents and visitor(s) must not move closer to each other while visiting. **No physical contact of any kind is allowed. Mobile visitation such as going for a walk together is not allowed.**
- Visitors must maintain a distance of 6 feet at all times during the visit.

Screening Residents and Visitors Prior to Visitation

- Residents and visitors must be screened for symptoms of COVID-19 before the visitation occurs (as outlined above) by asking about any of the following symptoms:
 - Fever > 100.0 (CCNH policy is 99.4 but temperatures will likely read higher outdoors), or feeling feverish
 - Respiratory symptoms such as runny nose, congestion, sore throat, cough or shortness of breath
 - Whole body symptoms such as chills, muscle aches, and severe fatigue
 - New G.I. symptoms such as nausea, vomiting, diarrhea

- Changes in taste and/or smell
- Visitors must also be asked the following questions to identify potential COVID-19 exposure:
 - Have you been in contact with someone who is suspected or confirmed to have COVID-19 in the past 14 days? (healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question).
 - Have you traveled in the past 14 days, either:
 - Outside the US?
 - By cruise ship; or
 - Domestically within the US outside of NH, VT, ME in public transportation such as plane, train bus, etc.?
 - High risk locations may change as virus spikes up or slows down in particular areas. Administration will ensure staff who screen visitors are up to date with this information which is found on the CDC website.
 - If the answer is yes to any of the above visitors the visit may not occur and will need to be rescheduled.

After Visitation Follow-Up

Visitors should monitor for symptoms of COVID-19 after the visit. Any individual who enters the facility and develops signs and symptoms of COVID-19 (as outlined above) within 2 days after visiting must immediately notify the facility. The visitor should inform the facility the date of their visit, the individuals (both resident and staff) they came in contact with, and the location they visited. The facility will immediately screen the individuals who had contact with the visitor for the level of exposure and follow up with the facility Medical Director. Facilities will follow CCNH COVID-19 policies, CMS, CDC and NH DPHS guidance.

To Set Up an In Person, Google Duo, or Window Visit

- Please call Life Enrichment Services (activities) @ 603-935-4607
- Visits will be schedule following the protocol outline above
- Visits on weekends must be scheduled in advance (by Friday) to ensure adequate staff is available