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| <b>Policy Title:</b>          | <b>Visitation during Covid-19</b> |
| <b>Scope:</b>                 | <b>All Communities</b>            |
| <b>Policy Number:</b>         | <b>CL-IPC-POL-5000</b>            |
| <b>Policy Sponsor/Manual:</b> | <b>Clinical/Infection Control</b> |

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## I. POLICY STATEMENT

This policy provides interim guidelines for the implementation of safe and appropriate visitation within Five Star Senior Living communities during the COVID-19 pandemic in accordance with guidance issued by the Centers for Disease Control and Prevention (CDC), among other agencies, as applicable, in order to provide face to face connection opportunities for residents to mitigate the impact of continued isolation on the resident's emotional and social well-being. In addition, this policy sets forth mitigation measures to protect residents, team members, and visitors of the community.

## II. DEFINITIONS

- A. **NON-ESSENTIAL VISITOR(S)** - Visitors to residents other than Essential Visitors, such as family members, friends, or other individuals, such as a power of attorney or court-appointed guardian.
- B. **ESSENTIAL VISITOR(S)** - Visitors who provide crucial and necessary care and support services to residents, including:
1. Home health care and hospice agencies;
  2. Healthcare providers (physicians, NPs, PAs, etc.);
  3. Private duty and essential caregivers;
  4. Pharmacy consultants;
  5. Diagnostic services (e.g. Lab and X-Ray) for urgent medical needs only;
  6. Vendors only for the performance of essential business function or repair needs;
  7. Government/state regulatory agencies.
- C. **COMPASSIONATE CARE VISIT(S)** - End-of-life situations constitute a majority of compassionate care situations, however, the term "compassionate care situation" does not exclusively refer to end-of-life situations. Compassionate care situations may include, but are not limited to:
1. A recently admitted resident, who is struggling with the change in environment and lack of physical family support;
  2. A resident is grieving due to the recent death of a friend or family member;
  3. A resident needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), and is experiencing weight loss;
  4. A resident, who used to talk and interact with others, is experiencing emotional distress.
- D. **ESSENTIAL CAREGIVER(S)** - Family members or outside caregivers who, prior to visitor restrictions, were regularly engaged with the resident at least two or more times per week to provide companionship and/or assist with activities requiring one-on-one direction (i.e. feeding, dressing, bathing, valuable social companionship, etc.).

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**Date of Origin:** 10/1/20

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**Prior Revision Date:** 11/15/21

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**Effective Date:** 5/1/22

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- E. **VISITATION(S) or VISIT(S)** - For purpose of this policy, the term Visitation(s)/Visit(s) refer all in-person visits to residents, including those by Essential Visitors, Non-Essential Visitors and Compassionate Care Visits.
- F. **VISITOR(S)** - For purposes of this policy, the term Visitor(s) refers to all Essential Visitors and Non-Essential Visitors and those who participate in Compassionate Care Visits.
- G. **OUTDOOR VISITATION(S)** - Visits that occur in designated outdoor areas on community grounds; also referred to as “Sunshine Visits.”
- H. **INDOOR VISITATION(S)** - Visits that occur with the community in limited designated areas, such as the resident’s room or apartment.
- I. **FULLY VACCINATED** - A resident, visitor or team member is considered fully vaccinated against COVID-19 two (2) weeks after the 2<sup>nd</sup> dose of vaccine (Pfizer or Moderna) two (2) weeks after the single shot vaccine (Johnson & Johnson).
- J. **OUTBREAK TESTING** – Testing occurring in response to a positive resident or team member COVID-19 case; in accordance with Coronavirus (COVID-19) Testing Guidelines (IPC-PRO-4027.App F), communities test all team members and residents every 3-7 days until there are no positive test results for 14 consecutive days.
- K. **COMMUNITY LEVEL OF OPENING:**
  - 1. **Fully Open:** a community is considered “fully open” if the following criteria are satisfied:
    - a. No resident or team member COVID-19 cases in the last 14 days; **AND**
    - b. LOW/MODERATE Community Transmission Rate\*
  - 2. **Restricted:** a community is considered “restricted” if either of the following criteria exist:
    - a. Presence of COVID-19 team member or resident cases in the last 14 days; **OR**
    - b. MODERATE/SUBSTANTIAL Community Transmission Rate\*

\*<https://covid.cdc.gov/covid-data-tracker/#county-view>

### III. POLICY GUIDELINES

- A. Clinical policies and procedures serve as guidelines to assist in clinical team member decision-making, team member education/training, and evaluation of team member performance.
- B. Instructional signage is posted throughout the community, regarding COVID-19 signs and symptoms, infections control precautions, and other applicable community practices.
- C. Frequent cleaning and disinfection of high touch areas, including within the designated visit area, is performed by community team members after each Visitation.
- D. Pets familiar to the resident may visit during all types of Visitations so long as there is compliance with Five Star policy, vaccination guidelines and applicable state and local requirements. Records of vaccination must be provided at the time of the Visitation.
- E. Outdoor visitations are the preferred format for visitations and are recommended in place of indoor visits so long as the resident and visitor(s) are willing and physically able, weather permitting.
- F. Indoor visitations are permitted for all residents regardless of the resident’s vaccination status, except in the following situations:
  - 1. The resident is confirmed as having a COVID-19 infection; or
  - 2. The resident is under isolation (droplet precautions)/quarantine.

- G. This policy **does NOT** apply to residents who are COVID-19 positive, symptomatic or are currently on isolation precautions.
- H. In common spaces/public areas, all visitors and residents must comply with face mask guidance as defined in Five Star COVID-19 Navigation Guidelines.
- I. Failure to comply with Five Star protocols may result in immediate and possible further discontinuance of Visits.
- J. The Community makes every effort to conduct Visits within its control. The Community reserves the right to cancel or discontinue a Visit without notice and in response to unexpected events including but not limited to: Visitation compliance concerns, community emergency, resident illness or Visit refusal.

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#### **IV. PROVISIONS AND PROCEDURES**

##### **A. Required Practices for All Visits (subject to local and state regulations)**

- 1. Community is “Fully Open”
  - a. Masks are optional for all visitors
  - b. Visitors must sign in with the Visitor Log at the front desk
    - Screening is **not** required
  - c. Overnight stays in resident apartment are permitted
  - d. Visitation is subject to local and state regulations
- 2. Community is “Restricted”
  - a. Masks are required for all visitors in common areas
  - b. Visitors must sign in with the Visitor Log at the front desk
    - Screening is **not** required
  - c. Overnight stays in resident apartment are permitted for essential visitors
  - d. Visitation is subject to local and state regulations

##### **B. Compassionate Care Visitations**

- 1. Compassionate care visits are allowed at all times, for any resident (vaccinated or unvaccinated), regardless of county positivity rate or outbreak status in the community.
- 2. Compassionate Care Visits may be conducted by any individual (including family) that can meet the resident’s needs, such as clergy or lay persons offering religious and spiritual support.
- 3. If, during a Visit, the Visitor and community identify a way to allow personal contact, it may only be done following all appropriate infection prevention guidelines.
- 4. Communities should work with residents, families, caregivers, resident representatives and the Ombudsman program to identify need for Compassionate Care Visits.

##### **C. Essential Caregiver Visitations**

- 1. The Visitor must be 18 years or older.
- 2. Visits are designated at the sole discretion of the ED or designee and only upon agreement by the resident or their representative.
  - a. Agreements are documented and should outline what care/support is provided during the Visit. Care/support should be similar in nature to the care/support that was provided prior to the pandemic.
  - b. The agreement information is documented in the residents care plan/service plan.

3. The schedule and the length of time for the Visit must be agreed upon in advance.
4. The Visitor is subject to the same regular testing protocols as those required of team members.

**D. Essential Visitors**

1. Visitors are permitted entry to the community unless they demonstrate symptoms of COVID-19.
2. Visitors must undergo COVID-19 testing as ordered for all team members at the community in accordance with Coronavirus (COVID-19) Testing Guidelines (IPC-PRO-4027.App F).
3. Visitors are not required to be vaccinated in order to enter the community although vaccination of all healthcare workers is strongly encouraged.

**V. FORMS**

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| CL-IPC-POL-5000.App A    | Visitation during COVID-19 (AZ)                       |
| CL-IPC-POL-5000.App A.F1 | Visitor Attestation Form (COVID-19 Testing) (AZ)      |
| CL-IPC-POL-5000.App B    | Essential Caregiver Visitation during COVID-19 (NJ)   |
| CL-IPC-POL-5000.App B.F1 | Visitor and Resident Attestation Form (COVID-19) (NJ) |
| CL-IPC-POL-5000.App C    | Visitation during COVID-19 (TX)                       |
| CL-IPC-POL-5000.App D    | Visitor Attestation (KY)                              |
| CL-IPC-POL-5000.App E    | Visitor Guide   |
| CL-IPC-POL-5005.App A    | COVID-19 Navigation Guidelines (IL)                   |
| CL-IPC-POL-5005.App B    | COVID-19 Navigation Guidelines (AL)                   |
| CL-IPC-POL-5005.App C    | COVID-19 Navigation Guidelines (Memory Care)          |