



3 Pennsylvania Place Ottumwa, Iowa 52501 641-683-3372

#### COVID-19 Visitation Policy

The facility will be offering the following methods of visitation:

- Closed window visits via telephone with the visitor standing outside the closed facility window.
- Virtual visits (see below)
- Open window visits (Only allowed if the facility is not in outbreak status and only for resident that are asymptomatic and not confirmed COVID-19 positive or in quarantine/isolation precautions).
- Outdoor visits (see below)
- Indoor visits. (see below)
- Compassionate care visits

Residents will be required, if tolerated, to wear a facemask during all types of visits.

#### Virtual Visitation:

Virtual Visitation will be reasonably accommodated with equipment provided by the resident/responsible party and facility. The facility will have available a portable cell phone and iPad. The facility has a secure guest/visitor Wi-Fi system available for use of electronic communications. Some staff prefer to assist residents with their own communication device. All devices must be sanitized before and after use. Since many of these types of visits require staff assistance, an appointment may be required. The cellphone(s) shall have digital capacity and may be designated for specific areas of the facility (i.e. isolation area). The Activities staff, or other available staff on duty, may coordinate communication times between residents and visitors.

Religious services may be watched by means provided by the church (Skype, Zoom, FaceTime, party line, etc.). A portable DVD player is available to watch recordings. Residents and families may be required to utilize their own private accounts to access this type of communication, such as with Facebook and FaceTime.

Upon request by the resident, facility staff shall assist a resident with a call to the Iowa State Ombudsman's Office (866.236.1430).

#### Open Window Visitation:

Open window visits may take place if the resident is not in isolation or quarantine precautions with no signs or symptoms of COVID. All visitors utilizing open window visits will need to be screened and the visitor log filled out.

#### Outdoor Visitation:

Outdoor Visitation is the preferred method of in person visitation. All outdoor visitation must occur by appointment. All outdoor visitors will be required to be screened with temperature taken and COVID signs and symptoms questionnaire. Visitors with signs and symptoms of COVID will not be allowed. Visitors will be required to wear a face covering (that cover both the mouth and the nose). Social distancing will be maintained for the duration of the visit. Hand hygiene will be completed utilizing hand sanitizer during the visitor screening process.

#### Indoor Visitation:

Indoor Visitation will be accommodated per CMS/CDC guidelines.

Indoor visitation will be limited/prohibited in the following circumstances:

- Unvaccinated residents, if the nursing home's COVID-19 county positivity rate is >10% AND <70% of residents in the facility are fully vaccinated (Please see attached flow charts)
- Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met the criteria to discontinue Transmission Based Precautions
- Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine.

For any appointment that has been already scheduled, the facility will make phone calls to notify families of changes.

All visitation will take place in designated areas and by appointment only. The facility will clean and disinfect the designated visiting areas between each visitation.

#### Compassionate Care Visits:

The facility will allow compassionate care visits under the direction of CMS.

While end-of-life situations have been used as examples of compassionate care situations, the term "compassionate care situations" does not exclusively refer to end-of-life situations.

If during a compassionate care visit, a visitor and facility identify a way to allow for personal contact, it should only be done following appropriate infection prevention guidelines and for a limited amount of time.

#### Visitor Testing:

The facility will offer rapid COVID-19 testing to visitors prior to visit if requested as long as testing supplies are adequate. This test takes 15 minutes. Personal information, including full name, date of birth, address and phone number, will be needed as the facility is required to report all testing that is done on site.

#### Scheduling a visit:

Contact the facility at 641-683-3372 and let the person know who answers know that you want to schedule a visit. Visits will be restricted to 15 minutes. Max of 2 visitors per visit (to ensure social distancing).

Facility requests that all visitation be scheduled at least 24 hours in advance to ensure that the core principles of COVID-19 Infection Prevention can be followed.

All visitors must comply with the core principles of COVID-19 Infection Prevention, which include, but are not limited to the following:

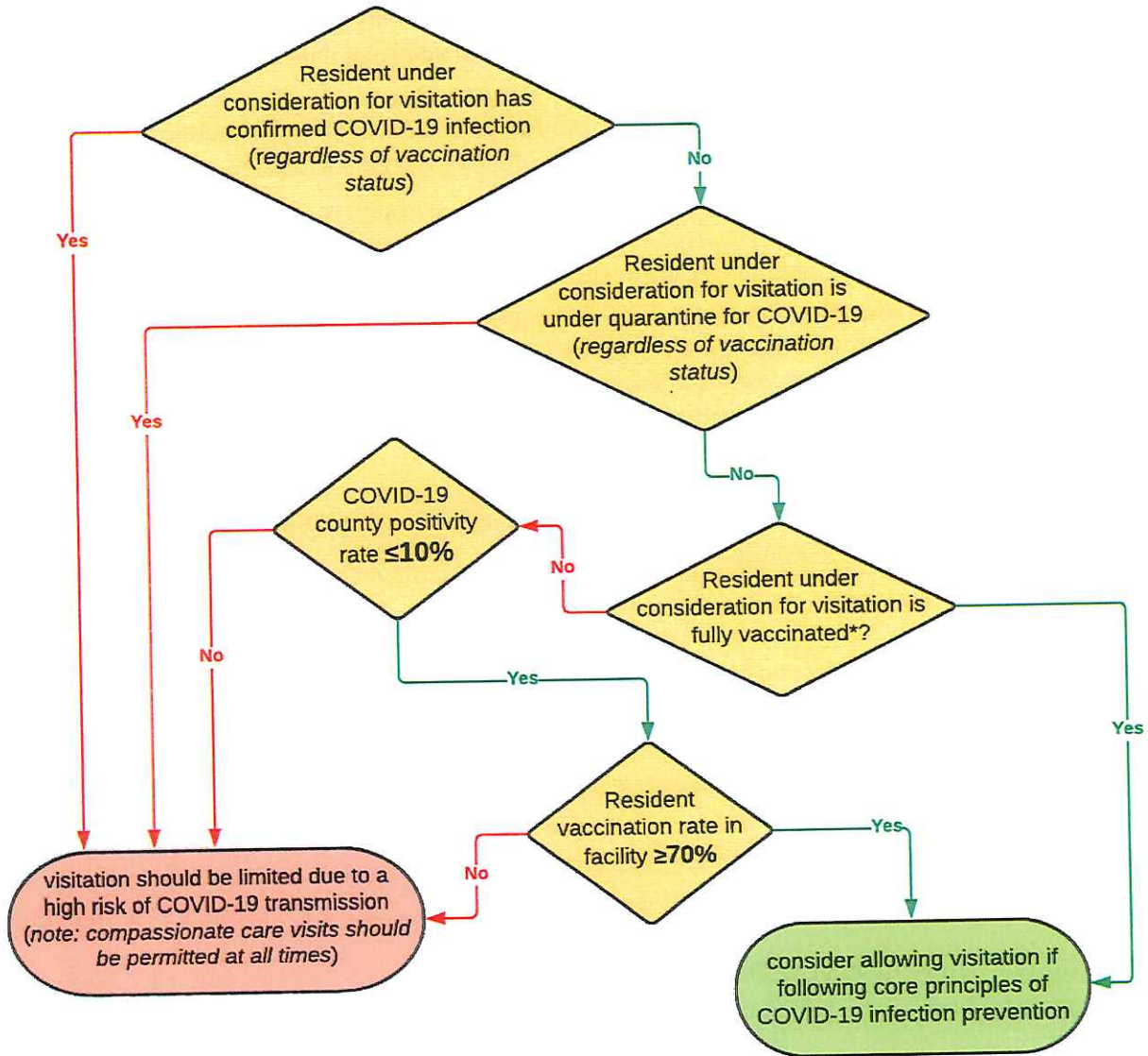
- Screening of all who enter the facility for signs and symptoms of COVID-19 (e.g. temperature checks, questions or observations about signs or symptoms and potential exposure) and denial of entry of those with signs of symptoms.
- Hand Hygiene
- Face covering or mask (covering mouth and nose) – The facility will provide a facemask to the visitor, in the event that they do not have one, to ensure universal source control.
- Social distancing at least six feet between persons
- Visitation will occur in designated areas only. Movement throughout the facility will be restricted.

CMS and CDC continue to recommend facilities, resident and families adhere to the core principles of COVID-19 prevention, including physical distancing (maintaining at least 6 feet between people). This continues to be the safest way to prevent the spread of COVID-19, particularly if either party has not been fully vaccinated. However, they acknowledge the toll that separation and isolation has taken. They also acknowledge that there is no substitute for physical contact, such as the warm embrace between a resident and their loved one. Therefore, if the resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after. Regardless, visitors should physically distance from other residents and staff in the facility.

Instructional signage and education will be placed throughout facility.

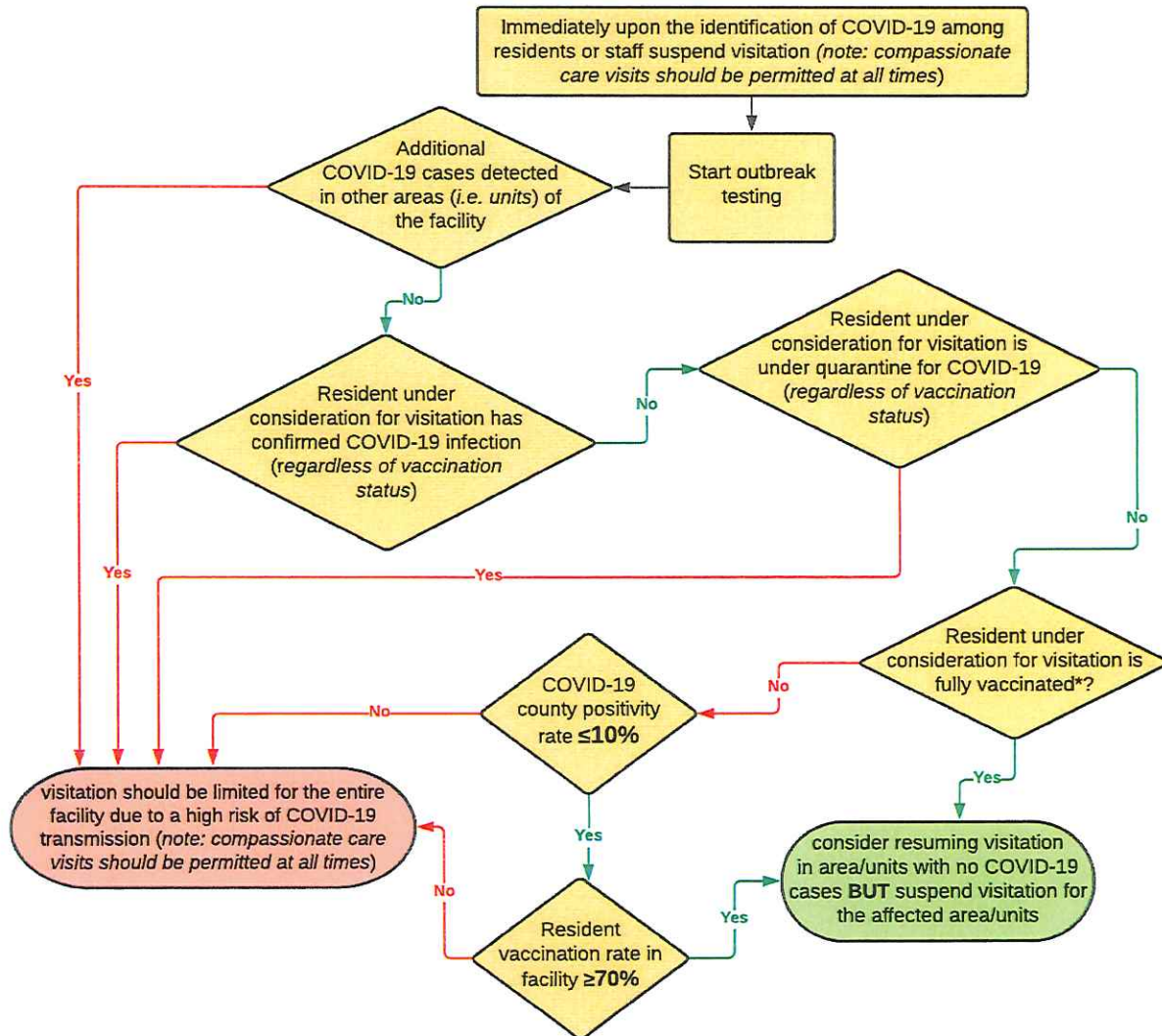
Revised 03/2021

**Indoor Visitation in facility with no case(s) in either residents or staff during previous 14 day period**



*This guidance is subject to change as federal guidance is released and clarified, and as additional Iowa-specific data is collected.*

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