



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

COVID-19 Visitation Policy

Phase 1:

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)

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

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 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 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 face coverings (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 will be accommodated per CMS/IDPH guidelines.

Indoor visitation will be prohibited in the following circumstances:

1. There have been any new onset COVID-19 cases in the last 14 days and/or the facility is conducting outbreak testing.
2. The county percent positivity is greater than 10% per CMS.
3. Resident is in quarantine or on isolation precautions.

The facility will update the website with county percent positivity and with any changes (employee or resident positive COVID test). 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.

At this time, the facility will not be testing visitors because of lack of supply of testing materials.

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 must be scheduled at least 2 calendar days in advance. Visits will be restricted to 15 minutes. Max of 2 visitors per visit, with restriction of not allowing children under the age of 14.

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 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.

Instructional signage and education will be placed throughout facility.

Signature: _____

Date: _____