

**Redstone Recovery Visitor Policy**  
**Revised 3/24/2021**

## **Policy**

Redstone is focused on protecting our residents from COVID-19 while recognizing that physical separation from family and other loved ones has taken a physical and emotional toll on residents and their loved ones. Visitation will be person-centered, consider the resident's physical, mental and psychosocial well-being, and support their quality of life.

Visitation can be conducted through different means based on resident needs; such as in resident rooms, dedicated visitation spaces, outdoors, and for some circumstances, compassionate care situations. Regardless of how visits are conducted, there are certain core principles and best practices that reduce the risk of COVID-19 transmission:

- Screening of all who enter the facility for signs and symptoms of COVID-19 and denial of entry of those with signs or symptoms or those who have had close contact with someone with COVID-19 infection in the prior 14 days (regardless of the visitor's vaccination status)
- Hand hygiene (use of alcohol-based hand rub is preferred)
- Face covering or mask (covering mouth and nose)
- Social distancing at least six feet between persons (See #10 for FULLY vaccinated)
- Instructional signage throughout the facility and proper visitor education on COVID-19 signs and symptoms, infection control precautions, other applicable facility practices (e.g. use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
- Cleaning and disinfecting high-frequency touched surfaces in the facility often, and designated visitation areas after each visit
- Appropriate staff use of Personal Protective Equipment (PPE)
- Effective cohorting of residents (e.g. separate areas dedicated to COVID-19 care)
- Resident and staff testing conducted as required
- Residents arriving from the hospital must complete a 14 day period of quarantine before being able to have in-person visitors.

## **Process**

1. Outdoor visitation is preferred because outdoor visits generally pose a lower risk of transmission due to increased space and airflow. Visits should be held outdoors whenever practicable. Weather considerations or an individual resident's health status, however, may hinder outdoor visits. Outdoor visit spaces have been identified around the campus and family members are encouraged to transport residents to these spaces for visits outside whenever possible.

2. Indoor visits are permitted at all times and for all residents (regardless of vaccination status) except for a few circumstances when visitation should be limited due to a high risk of COVID-19 transmission (note: compassionate care visits should be permitted at all times). These scenarios include limiting indoor visitation for:
  - a. Unvaccinated residents, if the nursing home's COVID-19 county positivity rate is >10% AND <70% of residents in the facility are fully vaccinated.
  - b. Resident with confirmed COVID-10 infection, whether vaccinated or unvaccinated until they have met the criteria to discontinue Transmission-Based Precautions OR
  - c. Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine.
3. Visitors are limited to two visitors per resident at any given time.
4. Visitors must participate in screening questions and temperature check at the front desk prior to entry.
  - a. Any visitor who screens out is not permitted to visit. Truthfulness is essential.
  - b. Screening question will address symptoms, exposure and travel.
  - c. Visitors that have traveled internationally, or have been exposed to a COVID-19 positive individual, will be restricted from visitation for 14 days after exposure or travel.
5. Visiting hours are 11:00 am – 7:00 pm daily.
6. Visitors must report directly to the room or visitor area where they will be visiting, and must remain in that space at all times.
7. Visitors must maintain a safe social distance (at least 6 feet) between themselves and any employees or other residents that they encounter while visiting the campus.
8. Visitors must wear a mask covering mouth and nose at all times. Residents must also wear a mask when at all possible. Visitors may not consume food or beverage during the visit because this would require removal of the mask.
9. Visitors must perform hand hygiene with alcohol-based hand sanitizer at front desk before moving into visiting areas.
10. If the resident being visited is fully vaccinated, they can choose to have close contact (including touch) with their visitors while wearing a well-fitting mask and performing hand-hygiene before and after. We acknowledge that there is no substitute for physical contact, such as a warm embrace between a resident and their loved one.
11. One pet may accompany the visitors for the visit, as per Redstone's pet visitor guidelines. See the Housing Assistant or Receptionist on the campus for further information.
12. Residents who are under transmission-based precautions for COVID-19 should only receive visits that are virtual, through windows, or in-person compassionate care situations.
13. Redstone reserves the right to refuse visitors who do not follow the guidelines identified in this policy.

## **Indoor visits during an outbreak**

An outbreak exists when a new nursing home onset of COVID-19 occurs (one new COVID-19 case among residents or staff). Visits can still occur when there is an outbreak, but there must be evidence that the transmission of COVID-19 is contained to a single area (e.g. unit) of the facility. When a new case of COVID-19 among residents or staff is identified, the Redstone facility will immediately begin outbreak testing and suspend all visitation until at least one round of facility-wide testing is completed. Visitation can resume based on the following criteria:

1. If the first round of outbreak testing reveals no additional COVID-19 cases in other areas (e.g. unit) of the facility, then visitation can resume for residents in areas/units with no COVID-19 cases. However, visitation will be suspended on the affected unit until the facility meets the criteria to discontinue outbreak testing.
2. If the first round of outbreak testing reveals one or more additional COVID-19 cases in other areas/units of the facility, then visitation will be suspended for all residents (vaccinated and unvaccinated), until the facility meets the criteria to discontinue outbreak testing.
3. Visitors will be notified about the potential exposure in the facility during an outbreak by appropriate signage posted at the entry of the affected unit.
4. Compassionate caregivers are permitted to visit at all times. (See the Compassionate Caregiver Policy for details. Policy is available through the Campus Director.)

## **Visitor testing and vaccines**

1. Visitors are not required to test prior to visits, but testing may be offered by the facility.
2. Visitors are strongly encouraged to become vaccinated when they have the opportunity, but visitors are not required to be vaccinated as a condition of visitation.

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Redstone's Visitor Policy has been designed based on information found in:  
Nursing Home Visitation – COVID 19 (Revised)  
QSO-20-39-NH  
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