

# Resuming Visitation During a Pandemic

Here are some tips for making the process as safe as possible...

Covid-19 guidelines for social gatherings and visitation are ever-changing, and staying up to date is critical in making the safest decisions for you, your residents and your care team. We hope these tips serve as a starting point in helping you to facilitate safe and meaningful visits from resident's family and friends. For the most specific information on guidelines and/or mandates, check your state, local government and regulatory guidelines. You can also check the Centers for Disease Control (CDC) website.

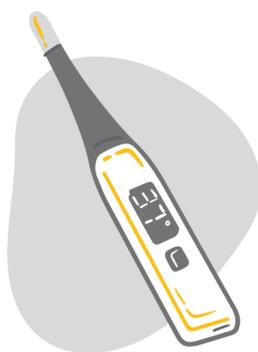
## In-Person Visits

1. Go the extra mile to **communicate what your re-opening plan looks like** and state whether in-person visitation is currently allowed. Clearly communicate all visitation rules, including the number of visitor allowed with a resident, designated hours for visitation, whether visitation is only allowed in select areas of the facility, etc.
2. Discuss effective solutions to monitor visitation. Are you able to allow families to **schedule a visit ahead of time**? If so, when an appointment is made, communicate to the visitor how long they will be allowed to visit, whether they need to use a specific entrance/exit to visit, where they will be during the visit, and any other visitation requirements. Clarify whether visitors are allowed to bring kids or pets along.
3. Whenever possible, try set up accommodations for a **visit outside**. An outdoor environment provides the safest spot to hold a visit due to better air-flow and not having to sit in a confined space. Discuss outdoor options that can be available rain or shine. Have a plan to communicate with visitors if inclement weather could delay or cancel their plans.
4. Communicate all your community is doing to make visitation safe. **What personal protective equipment (PPE) is required to visit**? Communicate hand washing policy and procedure and ensure that an alcohol-based sanitizer is nearby for before and after a visit. If possible, contain visitation to a designated area and stress the importance of following physical distancing protocols throughout the visit.
5. **SCREEN ALL VISITORS**. Before allowing any visitor on site, take their temperature, ask questions about their recent activity and contact with others, and whether or not they're experiencing any Covid-19 symptoms.

## REMIND ANYONE WANTING TO VISIT

### They Should Stay Home If...

- They are **feeling sick** with any of the following symptoms:
  - Fever or Chills
  - Cough or Sore Throat
  - Shortness of Breath
  - Headache
  - Fatigue
  - Muscle or Body Aches
  - Congestion or Runny Nose
  - Nausea, Vomiting or Diarrhea



- They should also avoid any visitation if they have a **sick family member** at home or have been traveling in the last 14 days.

## Visitation Alternatives

Explore alternatives to in-person visits and communicate all options available to residents' family.



### Virtual Visits

Schedule time to help residents to connect with loved ones via Skype, Facetime or Google Meet. Connecting through a video chat is one way to "see" each other with zero risk. Consider having a communal laptop, ipad or other device available for residents that do not have this technology. Sanitize between uses.



### Letters & Care Packages

The CDC considers opening mail to be low risk, which means that letters and care packages are an easy option when it comes to connecting. Rally family and friends and the local community to send cards, letters and packages that might brighten a resident's day.



### Video Messages

Videos can capture just a friendly hello, the grandkids playing around, or the family dog learning a new trick. Encourage resident family members to capture fun and happy moments and share them in an email, text message or post them to YouTube, where a resident could watch them again and again.



### Leave a Sign

Task your care team with getting creative. Post signs of endearment and encouragement outside resident windows, tie bows to nearby trees, chalk positive statements on the sidewalk, etc.



### Window of Opportunity

Consider facilitating a "visit" through a window. Can family members drive-up and visit from their car. Can they organize a parade of cars to cheer up residents? Can they walk up to their loved one's window, and if so, can they visit that way while practicing physical distancing?