

## **VISIT PROCEDURE for INTERMEDIATE CARE FACILITIES (ICFs)** **June 7, 2020**

### **PURPOSE**

To assist employees, individuals served, families, guardians and visitors in understanding the procedures involved in visiting the Intermediate Care Facilities, (ICF), under the Responsible RestartOhio rules:

### **PROCEDURE**

In conjunction with the Pandemic Plan of Boundless, policies and procedures are in place to ensure the health and safety of the individuals served, the employees that work in the ICFs and the visitors to those individuals. During these times of governmental or organizational imposed protected environments, preventative measures must be established to create the best barriers against the spread and contracting the virus.

1. **State of Ohio Mandatory Facility Guidance:**
  - a. Visitors should be permitted for outdoor visitation only, so long as all safety standards are met.
  - b. Facilities should consider all implications for resident physical and mental well-being when determining when to allow facility and personal visitation.
  - c. Visitation practices should be developed that include, at a minimum, limiting visits, creating a screening process for visitors, and using sign-in sheets to track visitors.
  - d. Providers should educate residents on the risks of the spread of COVID-19 when interacting with visitors, and the appropriate/applicable safety precautions.
  - e. Providers must educate families, friends, and other visitors of the risks of the spread of COVID-19 and the potential health impact for not just their loved one, but all residents of the home.
  - f. Facilities are encouraged to maintain, and in some cases enhance, virtual options to augment visitation. Examples include FaceTime, Skype, and Zoom.
  - g. Each facility can determine how to best implement outdoor visitations for their residents in a way that works best for the residents.
  
2. Boundless is striving to create the best environment for the individuals served, their families, visitors, and employees. We practice the guidelines issued by ODH and CDC. In compliance with the above cited mandatory guidance, Boundless has chosen to adopt the following procedures for visitation:
  - a. Visitation will be allowed at the ICFs with the following limitations:
    - i. Visitations must be by appointment only
    - ii. Appointments are limited to 30 minutes per visitor, once per day during the following time periods:
      1. 10 am to 12 pm
      2. 4 pm and 7 pm

- iii.Appointments can only be on the grounds of the ICF in which the individual served lives.
  - iv.Social Distancing must be maintained.
  - v.Face masks must be worn at all times.
  - vi.The individual served may not leave the ICF property.
  - vii.Visitation will occur in an assigned, designated outdoor location.
- b. Appointments for Visitation
- i.All visitation must be by appointment.
  - ii.Anyone who seeks to visit an individual served in an ICF must contact the visitation line, **614-844-3800 ext 3248**, for an appointment to obtain an assigned visitation date and time. Calls for visitation can only be made Monday through Friday from 8:30 am until 4:30 pm. The visitation line will connect the requestor with the appropriate residential manager over the ICF they seek to visit.
  - iii.The residential manager will review the appointment schedule and assign visitations, spacing the appointments to assure safe distancing practices are in place.
    - 1. No two families are allowed at any one home at the same time. There must be at least 15 minutes between family visits.
    - 2. Only two visitors may visit an individual served at a time.
    - 3. Consideration of the other adjacent homes and visitation will be reviewed to ensure no overlap of visitation.
    - 4. When setting up the appointment, the residential manager will take the phone number of the visitor to call:
      - a. In case the appointment needs to be canceled.
      - b. In case directions need to be given prior to approaching the building.
  - iv.The residential manager will advise the visitors of the non-negotiable requirements for the visitation:
    - 1. All visitors must sign in and participate in, and successfully pass a health screening.
    - 2. All visitors must accept and read the education sheet during the first visit.
    - 3. No more than two individuals may visit at a time.
    - 4. Social Distancing must be maintained.
    - 5. All visitors must wear a mask during the entire visit.
    - 6. Any sick or exposed visitors will be asked to leave and reschedule when they have resolved the illness for three days without the aid of medication.
  - v.Boundless reserves the right to deny visitation if the visitor violates any of the non-negotiable requirements.
- c. Visitation
- i.All potential visitors seeking an appointment to visit with an individual served in an ICF shall first contact the residential manager for an appointment date and time.
  - ii.Visitors must comply with the assigned visitation appointment and time.
  - iii.Visitors should arrive no more than ten (10) minutes before the appointment time to limit possible cross-contamination with other scheduled family visits during the open visitation time period.

1. We ask that the visitors do not approach the ICF no sooner than 10 minutes prior to the appointment time.
  2. We ask that the visitor not overstay the appointment time and will be asked to leave if they exceed the appointment time
- iv. Visitors will be asked to stay in their car and the residential manager or direct support professional will meet them at the car with a tablet and the no-touch thermometer to complete the required screening.
- v. At this point, the visitor(s) must undergo a health screening.
1. The visitor(s) will be asked to answer questions on the screening tool:
    - a. Electronic via tablet, or
    - b. Manually by Paper and pen or pencil.
    - c. The visitor will be asked about symptoms of the pandemic influenza.
      - i. Fever
      - ii. Cough
      - iii. Shortness of breath or difficulty breathing
      - iv. Loss of sense of taste or smell
  2. The DSP will hand the visitor a copy of the COVID-19 information sheet.
  3. The DSP will take the temperature of the visitor(s) and record the temperature on the tablet or paper.
  4. If any one visitor does not pass the health screening the visitor, then any other accompanying visitor will also be asked to leave due to possible cross-contamination.
  5. If the visitor(s) pass the health screening, the DSP or residential manager will escort the visitor(s) to the assigned visitation area.
  6. DSP will clean the tablet before and after the visitor(s) perform their health screening.
- vi. Supervised Visitation
1. The visitation will be supervised and have the following limitations
    - a. A DSP will always be present with the individual served to help ensure their safety and compliance with social distancing.
    - b. The visit shall last no longer than 30 minutes.
    - c. Only two visitors at a time will be allowed to visit.
    - d. All individuals must maintain social distance at 6 feet from the individual served.
    - e. Visitor(s) may sit but must bring own chair if they elect to do so.
  2. Individual Served
    - a. The individual served will be accompanied to the designated visitation area for the visit.
    - b. A DSP will be available to remind the individual served to practice social distancing.
    - c. If at any time the social distancing is breached and the individual served is touched, the visitation will end, and the DSP will take the individual served back into the ICF. The DSP will then wash the hands of the individual served thoroughly and change clothes

immediately. Items such as wheelchairs or other touched items need to be cleaned and disinfected.

d. DSP will also monitor the time of the visit.

e. At the end of 30 minutes, the DSP shall take the individual served back into the house.

3. Visitor(s)

a. The visitor(s) will be directed to the visitation area by the DSP or residential manager.

i. Morse Road will use the picnic area maintaining six feet distance. Each area will be labeled designating a space for the individual served and a separate space for visitors. In the alternative, visitor(s) will remain in the car for the visit. We will ask if there is difficulty in maintaining 6 feet distance from the individual served, the visitor will be asked to stay in the car for the visit. If the individual served is not able to maintain 6 feet distance, the visitor may be asked to roll up the window and wait until the DSP can get the individual served settled.

ii. Kimberly Woods will use the picnic area maintaining six feet distance. Each area will be labeled designating space for individual served and a separate space for visitors. In the alternative, visitor(s) will remain in the car for the visit. We will ask if there is difficulty in maintaining 6 feet distance from the individual served, the visitor will be asked to stay in the car for the visit. If the individual served is not able to maintain 6 feet distance, the visitor may be asked to roll up the window and wait until the DSP can get the individual served settled.

iii. McDowell area will use each driveway area maintaining six feet distance. Each area will be labeled designating space for individual served and a separate space for visitors.

iv. Dierker will use the area between the E and F garages maintaining six feet distance. Each area will be labeled designating space for individual served and a separate space for visitors. This will be in the grass under a canopy type tent to protect from the sun.

v. Cherry Hill

vi. As an alternative to any of the pre-established designated visitation areas, the Residential Manager or DSP reserves the right to have the visitor(s) remain in the car for the visit. If there is difficulty in maintaining 6 feet distance from the individual served, the visitor will be asked to stay in the car for the visit. If the individual served is not able to maintain 6 feet distance, the visitor may be asked to roll up the window and wait until the DSP can get the individual served settled.

b. The residential manager will provide instructions and requirements to the visitor(s) prior to the visit taking place.

- i. A mask must be worn at all times
  - ii. Six feet social distance must be maintained
  - iii. Gifts will be contact-free, meaning, visitors cannot touch the individual served.
  - iv. If this is a visit from the vehicle, the visitor must stay in the care at all times.
    - 1. Must continue to keep 6 feet from the individual served
    - 2. If unable to maintain social distancing may be asked to leave.
    - 3. If individual served is unable to maintain social distancing, may ask the visitor to raise window until the individual served can settle.
  - v. If this is an outside of the vehicle type of visit, the visitor will be directed to the location for the visit.
    - 1. Visitor may sit during visit but must maintain 6 feet distance
    - 2. Visitor may bring his/her own chair but must take the chair back when he/she leaves.
  - vi. Grounds may be uneven, visitor(s) must take care walking to /from the visitation spot.
  - vii. Visitor may provide food, gifts or clothing to individual served. The residential manager will take any gifts or items for delivery to the individual served.
  - viii. Access to the residential living area will not be granted for any reason. The visitor must plan accordingly. No visitation may occur indoors.
- c. The visit shall last for no more than 30 minutes.
  - d. At the end of the visit, the visitor must leave and return to the visitor's car.
  - e. Anything that the visitor brought to the visit that is not a gift for the individual served, must be taken back with the visitor when leaving the visit.
  - f. If the visitor is overstaying the visit, the DSP should notify the residential manager to assist with the termination of the visit.
4. Gifts for the individual served
- a. Visitors may bring gifts for the individuals served. Gift may be in the form of food, clothing, tangible items for gifts
  - b. The visitor shall hand the gifts to the residential manager upon arrival to the home.
  - c. The individual served may eat the food provided by the visitor if the food fits within the dietary requirements ordered for the individual served.
  - d. Gifts of clothing will be washed prior to allowing the individual served to wear the items.

- e. Tangible items, such as books, toys, or other items need to be wiped down with a sanitizing wipe and held for drying for 30 minutes to an hour prior to handing to the individual served.
3. Cancellation of Appointment
- a. Boundless or its employees reserves the right to cancel appointments based on any of the following conditions:
    - i. Increased sickness in the house
    - ii. Inclement weather
    - iii. Staffing considerations
    - iv. Other recognized safety or health issues.
  - b. Upon cancellation of the appointment, the residential manager will contact the visitors scheduled for the day to alert them of the cancellation and to attempt to reschedule the visit.
  - c. Rescheduling of cancelled visits shall receive priority consideration, if possible, providing the next available slot.
4. COVID positive individual served or employee in an ICF.
- a. At any time, an individual served or an employee in a particular ICF test positive for COVID-19, Boundless reserves the right to discontinue visitation for 14 days.
  - b. The virus must be completely resolved in the house prior to having visitation hours.
  - c. Visitation will be offered via electronic methods until the viral condition in the individual served or employees have resolved.
  - d. As stated below, if an individual served is believed to be at an end of life situation, Boundless employees will follow the visitation procedure below.
5. End of Life Care
- a. When the condition of and individual served has changed indicating that there may be an end of life situation, the residential manager must contact the next of kin and/or guardian.
  - b. Provisions should be made to allow for safe visitation in the ICF to visit with the individual served.
  - c. Visitation of family or guardian should be short in time and with full PPE donned during the visit.
    - i. Manager should ask for an additional PPE kit for the family to use.
    - ii. The family should be allowed to visit in 15 minutes increments.
    - iii. The family should be allowed to stay in the home for several hours at a time, maintaining social distancing from the other residents of the home.
6. Evaluation
- a. After 30 days of visitation at the ICFs, Boundless will provide a survey to a sample of visitors to determine:
    - i. Opinions on how we are handling the visitations have been handled.
    - ii. Opinions on whether visitors believe the visits benefited the individual served.
    - iii. The quality of the visit
    - iv. Additional questions as the Director of Community Living Services or Director of Quality Assurance sees fit.
  - b. Results of the visitation survey shall be shared with the Executive Team and shall be considered as changes to the visitation are contemplated.

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Appendix A  
Visitor COVID-19 Education Sheet

Risk	Risk Mitigation
<p>COVID-19 spreads easily and is believed to be spread primarily through airborne droplets from an infected person's speech, coughs, and sneezes. When enough droplets from the air enter the mouth or nose of another person, that person can become infected.</p> <p>People without known symptoms can spread the virus to others.</p>	<p>Having visits occur outdoors allows droplets to be dispersed and decreases the droplets that accumulate in the air for other people to inhale.</p> <p>Wearing face coverings decreases the number of droplets expelled by speech and potentially inhaled by another person.</p> <p>Limiting close personal physical contact decreases the risk of droplet or contact transmission.</p>
<p>Droplets that land on surfaces and are transmitted to a person's mouth nose or eyes may spread the infection.</p>	<p>Teaching/assisting people to wash their hands before visits and to keep their hands away from their faces until hands are washed again after the visit.</p> <p>Cleaning and sanitizing touchable surfaces before and after visits.</p> <p>Using hand sanitizer before touching any surfaces after the visit.</p>
<p>People with some underlying health conditions have a higher risk of an adverse outcome from a COVID-19 infection? These include:</p> <ul style="list-style-type: none"> <li>. diabetes</li> <li>. severely obesity</li> <li>. older than 65 years old</li> <li>. known respiratory issues</li> <li>. known cardiac disease, including hypertension</li> <li>. immunocompromising conditions (ex: HIV, cancer, post-transplant, Prednisone treatment, etc.)</li> <li>. renal disease</li> <li>. other underlying health problems</li> </ul>	<p>Health screening of visitors before the visit.</p> <p>Maintaining a social distance of at least 6 feet during the visit.</p> <p>Keeping face coverings on the entire visit.</p> <p>Avoiding personal contact during a visit.</p> <p>Thoroughly washing hands after a visit.</p> <p>Wiping off any gifts before they go to a person's living area.</p>
<p>Roommates or housemates with high-risk health conditions.</p>	<p>Consider cohorting people who are getting visits to live separately from people not getting visits.</p>
<p>Visitors who may not want to wear face coverings or maintain social distancing.</p>	<p>Educate visitors on the risk to the individual and maintain social distancing. housemates. Be clear that visitation is contingent on compliance with all safety precautions.</p> <p>Consider the possibility of delaying visitation or visiting through a closed window only.</p>