

+ Policies and Procedures Manual

Policy: Visitation Policy for Skilled Nursing and Assisted Living During COVID-19

Policy

LifeStream’s Communities (“Community” or “Communities”) will allow visitation consistent with the Arizona Department of Health Services’ guidance issued on August 28, 2020. The objective of this policy is to identify responsible and safe ways to allow family members to interact with Residents, in keeping with guidance from the Centers for Medicare and Medicaid Services (CMS) and the Arizona Department of Health Services (ADHS).

Note: The provisions of this policy generally apply only to LifeStream’s Skilled Nursing and Assisted Living communities.

Maricopa County Benchmarks

To provide guidance for visitation in LifeStream’s Skilled Nursing and Assisted Living communities, LifeStream has adopted benchmarks from CMS and ADHS as defined:

- *Minimal COVID-19 Case Spread in Maricopa County: Evidence of isolated cases or limited transmission throughout the County, case investigations under way; no evidence of exposure in large communal setting.*
- *Moderate COVID-19 Case Spread in Maricopa County: Sustained transmission with high likelihood or confirmed exposure within communal settings and potential for rapid increase in cases.*
- *Substantial COVID-19 Case Spread in Maricopa County: Large scale transmission within the County, including communal settings (such as long-term care facilities, schools and workplaces).*

ADHS further defines community spread levels with the thresholds outlined below:

Benchmarks	Minimal	Moderate	Substantial
Cases	<10 cases/100,000	10-100 cases/100,000	>100 cases/100,000
Percent Positivity	<5%	5-10%	≥10%
COVID Like Illness	<5%	5-10%	>10%

LifeStream Community Specific Benchmarks

Availability of visitation at each LifeStream community will be based on criteria established by ADHS and CMS, which includes:

- *No Outbreak: The LifeStream Community must not have any outbreak in the previous two week (14-day) period. An outbreak is defined as one or more confirmed COVID-19 cases among Residents or Associates with onsets within 14 days in skilled nursing; and, two or more confirmed COVID-19 cases among Residents or Associates with onsets within 14 days in Assisted Living.*
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- *Residents in Observation: Resident must not be currently recovering in our Observation Accommodations where they are being monitored for possible COVID-19 infection.*
- *The LifeStream Community has sufficient staff; and,*
- *The LifeStream Community has sufficient personal protective equipment for staff, visitors and Residents as needed.*

If any of the LifeStream Community specific benchmarks are not met, visitation will be limited to only Compassionate Care Visits, visits from the Resident's Designated Essential Visitor and visits from the Ombudsman, Regulatory Agents and Other Essential Professionals.

Compassionate Care Visits

LifeStream Communities will continue to allow for compassionate care visits regardless of the level of spread in Maricopa County and LifeStream Community-specific benchmarks. Compassionate care visits will be subject to the provisions stated in section, *Visitation Requirements*, except that the visitor will not be required to provide a negative COVID-19 test prior to entering the Community.

Compassionate Care Visits will be granted at the discretion of the Community's Executive Director/Administrator. Compassionate Care Visits may include, but are not limited to, the following:

- *A Resident is deemed to be at "end of life"*
- *A Resident, who was living with their family before recently being admitted to the Community, is struggling with the change in environment and lack of physical family support.*

- *A Resident who is grieving after a friend or family member recently passed away.*
- *A Resident who needs cueing and encouragement with eating or drinking, previously provided by family, is experiencing weight-loss or dehydration.*
- *A Resident who used to talk and interact with others is experiencing emotional distress, seldom speaking, or crying more frequently (particularly when the emotional distress is new for the Resident).*

In addition to family members, compassionate care visits can be conducted by any individual that can meet the Resident's needs, such as clergy or lay persons offering emotional or spiritual support.

Ombudsman, Regulatory Agents and Other Essential Professionals

- *Visitation by the ombudsman is allowed during all levels of Maricopa County spread.*
- *Regulatory agents will be permitted access to the Community in the same manner as allowed by normal policies and regulations.*
- *Other essential professionals, including healthcare providers, clergy, representatives of the Arizona Center for Disability Law, attorneys and professionals assisting individuals with disabilities, including the use of licensed sign language interpreters and other communication service providers, are permitted during all levels of Maricopa County spread.*

All such visits will be subject to the provisions stated in section, *Visitation Requirements*, except that they will not be required to provide a negative COVID-19 test prior to entering the Community.

Limited Outdoor Visits

Outdoor visits will be allowed in designated areas within each Community and subject to all provisions stated in section, *Visitation Requirements*, except that they will not be required to provide a negative COVID-19 test prior to entering the Community. Outdoor visits may not be permitted on days when experiencing extreme weather conditions as determined by the Community. Attempts will be made to reschedule planned visits to an indoor location, subject to the provisions stated in section, *Visitation Requirements*.

Limited Indoor Visits

Indoor visits will be allowed in designated areas within each Community and subject to all provisions stated in section, *Visitation Requirements*. Visitors may be permitted to visit the living spaces of a Resident as follows:

- *The individual does not have a roommate and/or share a room;*
- *The visitor may not use the Resident's restroom; and,*
- *The time in the living space is limited to no more than 15 minutes.*
- *Provision will be made by the Community for Residents who are not able to leave their room to visit in an alternative space.*

Designated Essential Visitor

Residents may designate up to two family members or other visitors to serve as “Designated Essential Visitors” (DEV). DEVs may visit at any time during visitation hours set by each Community, or in cases of emergency, in accordance with the requirements set forth in Policy: Designated Essential Visitors.

Additional Visitation Types

- *Hairstylists, educators, entertainers, and volunteer visitation may occur as benchmark reopening measures allow and if all measures are met and followed as prescribed in section, Visitation Requirements.*
- *Therapy dog visitation is permitted if benchmark reopening measures allow for visitation of their handler and if all measures are met and followed as prescribed in section, Visitation Requirements.*

Visitation Requirements

- *Except during Minimal COVID-19 Case Spread in Maricopa County, visitors must present written evidence of a negative COVID-19 test (either PCR or antigen) collected within the last 48 hours. Visitors must sign an Attestation that they have isolated during the time between when the sample was collected and the time of the visit, that they are free of signs and symptoms of COVID-19, and that they understand and agree to follow all precautions established by LifeStream.*
- *If a visitor has tested positive for and recovered from COVID-19 (as defined by Maricopa County Public Health) within the last 90 days, a negative COVID-19 test is not required. A copy of the positive results dated within the last 90 days must be presented upon arrival for the visit.*

- *Visitors will sanitize their hands upon entering the Community and both before and after entering the Resident's living spaces and/or the designated visiting area.*
- *Prior to gaining access to the Community all visitors must submit to both a temperature check and answer a symptom screening/exposure questionnaire.*
- *Visitors must wear an approved mask or cloth face covering at all times while on the premises of the Community. Masks with vents or valves are not permitted. The Resident being visited must also wear a mask for at least the duration of the visit (as tolerated).*
- *Visitors agree to maintain social distancing at all times while in the Community (six foot minimum).*
- *Visitors will refrain from touching surfaces as much as possible and will remain in the designated visiting area.*
- *Visitors who disregard any mitigation requirement (face masks, hand sanitizing, screening and social distancing) may be removed from or denied access to the premises.*
- *Visitation will be by appointment only and limited to two visitors at a time for a duration of one hour or less per visit. Visitors may be limited to one visit per week to allow access to as many Residents' visitors as possible. If the schedule allows, additional visits may be scheduled at the discretion of the Community.*
- *Visitors will inform the Community Executive Director if they develop symptoms of COVID-19 and/or test positive for COVID-19 within 14 days following the date of the visitation.*

LifeStream Community Requirements

- *The Community will limit contact between the Resident and Staff as much as possible, including the provision of dedicated visitation space(s).*
- *The Community will maintain a log of all visitors for contact tracking purposes.*
- *The Community will perform enhanced cleaning and sanitation of the area(s) where visits occur between each visitation session.*
- *The Community will provide Residents and Visitors a copy of the specific rules for visitation in writing.*