

+ Policies and Procedures Manual

Policy: Visitation, Communal Activities and Social Excursions Policy for Skilled Nursing and Assisted Living during COVID-19

Policy

LifeStream’s Communities (“Community” or “Communities”) will allow visitation of all visitors, including family and friends, Ombudsmen, Regulatory Agents and other Essential Professionals. The objective of this policy is to identify responsible and safe ways to allow visitors to interact with Residents, in keeping with guidance from the Centers for Medicare and Medicaid Services (CMS), the Arizona Department of Health Services (ADHS) and the Centers for Disease Control and Prevention (CDC).

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

Definitions

- *Community or Communities - In all cases, the use of the terms “Community” or “Communities” refers to LifeStream operations and does not include communities-at-large (such as cities, counties or states) unless expressly stated.*
- *Fully Vaccinated – refers to a person who is ≥ 2 weeks following receipt of the second dose in a 2-dose series, or ≥ 2 weeks following receipt of one dose of a single-dose vaccine, per the CDC’s guidance.*
- *Unvaccinated – refers to a person who does not fit the definition of “fully vaccinated,” including people whose vaccination status is not known.*
- *Outbreak – An outbreak is defined as: For Skilled Nursing, one or more new COVID-19 (or flu-like) infections in any Associate and/or any Community-onset infection in a Resident; for Assisted Living, two or more laboratory-confirmed cases among Residents or staff with onsets within 14 days, who are epidemiologically linked and do not share a living space.*
- *Residents – unless otherwise designated, the term “Residents” will generally refer to LifeStream Residents living in a licensed community (Assisted Living or Skilled Nursing). The term generally does NOT apply to those Residents living in Independent Living.*
- *Transmission-based precautions – a group of infection prevention and control practices that are used in addition to standard precautions for Residents who may be infected with COVID-19 or another flu-like illness.*

Policy Explanation and Compliance Guidelines

1. LifeStream Incident Command will monitor the status of COVID-19 in the larger community through ADHS and Maricopa County Public Health or CMS, and will adjust and restrict visitation if indicated or warranted.
2. The visitation policy will be communicated to Residents and other interested parties via signage in the Community, LifeStream’s website, social media posts and other communication channels as needed.
3. Visitation will be person-centered and consider each Resident’s physical, mental and psychosocial well-being, and support their quality of life.
4. The Community may limit the number of visitors per Resident and the total number of visitors in the Community at the same time based on the size of the building and availability of private spaces for visitation. The Community will designate indoor and outdoor spaces for visitation.
5. The Community may require reservations to ensure all Residents are afforded the opportunity to receive visitors on a regular basis.

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 based on the percent positivity in the community as follows:

Benchmarks	Minimal	Moderate	Substantial
Percent Positivity	<5%	5-10%	≥10%

Compassionate Care Visits

LifeStream Communities will continue to allow for compassionate care visits regardless of the level of spread in Maricopa County. Compassionate care visits will be subject to the provisions stated in section, *Visitation Requirements*.

Compassionate Care Visits, and visits required under federal disability rights law, will be allowed at all times, regardless of the Resident's vaccination status, the county's COVID-19 positivity rate or an outbreak. Through a person-centered approach, the Community will work with Residents, families, representatives and the Ombudsman program to identify the need for compassionate care visits.

Examples of Compassionate Care visits include, but are not limited to:

- *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.

If the Resident is Fully Vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask (as tolerated) and performing hand-hygiene before and after. Regardless, visitors should physically distance from other Residents and staff in the Community.

Ombudsman, Regulatory Agents and Other Essential Professionals

- *The Community will provide representative of the Office of the State Long-Term Care Ombudsman with immediate access to any Resident unless the representative shows signs and symptoms of COVID-19 or has a recent exposure regardless of vaccination status.*

- *Regulatory agents and investigative personnel will be permitted access to the Community in the same manner as allowed by normal policies and regulations. Federal and state surveyors and AHCCCS ALTCS case managers are not required to be vaccinated and will be permitted entry into facilities unless they exhibit signs or symptoms of COVID-19. Surveyors and case managers should also adhere to the core principles of COVID-19 infection prevention, and adhere to any COVID-19 infection prevention requirements set by state law.*
- *Other essential professionals, including healthcare providers (including medical, dental and behavioral healthcare), clergy, attorneys, and representatives of the Arizona Center for Disability Law 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*.

Outdoor Visitation

Outdoor visits will be allowed in designated areas within each Community and subject to all provisions stated in section, *Visitation Requirements*. Outdoor visits are the preferred method for visitation even when the Resident and the visitor are Fully Vaccinated. 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*. Outdoor visitation is allowed at all times during any level of community spread, including during an Outbreak at the Community. Signage will be posted near the sign-in/registration desk to allow visitors to be informed upon arrival that the Community is experiencing an Outbreak.

Indoor Visits

Indoor visits will be allowed in designated areas within each Community and subject to all provisions stated in section, *Visitation Requirements*, except for a few circumstances when visitation will be limited due to the high-risk of COVID-19 transmission. These scenarios including limiting indoor visitation for:

- *Unvaccinated Residents if the county's positivity rate is $\geq 10\%$ **and** $< 70\%$ of Residents in the Community are Fully Vaccinated;*
- *Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met the criteria to discontinue Transmission-based Precautions; or,*
- *Residents in quarantine, whether vaccinated or unvaccinated, until they have met the criteria for release from quarantine. (Note - Residents who are on transmission-based precautions (quarantine) for COVID-19 should only receive visits that are virtual, through*

windows or in-person for compassionate care situations, with adherence to transmission-based precautions).

Visitors may be permitted to visit the living spaces of a Resident as follows:

- *The Resident does not have a roommate and/or share a room. If possible, visitation for a Resident that has a roommate will not be conducted in the room. For situations where the roommate is present and the health status of the Resident prevents leaving the room, the Community staff will enable in-room visitation while adhering to the core principles of COVID-19 infection prevention.*
- *The visitor may not use the Resident's restroom.*
- *Provision will be made by the Community for Residents who are not able to leave their room to visit in an alternative space.*

Visitation during an Outbreak

When a new case of COVID-19 among Residents or staff is identified (“Outbreak”), the Community will immediately begin outbreak testing and will suspend all indoor visitation (except for Compassionate Care Visits and those required under federal disability rights law), until at least one round of Community-wide testing is completed. Outdoor visitation in designated areas may continue during an outbreak. Visitation may resume based on the following criteria:

- *If the first round of outbreak testing reveals no additional COVID-19 cases in other areas (e.g. units, halls, etc.) of the Community, then visitation may resume for Residents in areas/units with no COVID-19 cases. However, the Community will suspend visitation in the affected area until the Community meets the criteria to discontinue outbreak testing (see policy: Coronavirus Testing for Associates and Residents). For example, if the first round of outbreak testing reveals two more COVID-19 cases in the same unit as the original case, but not in other units, visitation can resume for Residents in areas/units with no COVID-19 cases.*
- *If the first round of testing reveals one or more additional COVID-19 cases in other areas/units, the Community will suspend visitation for all Residents (vaccinated and unvaccinated), until the Community meets the criteria to discontinue outbreak testing.*
- *Visitors will be notified about outbreak status upon arrival to the Community.*

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

- *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, preferably with the use of alcohol-based hand rub.*
- *Prior to gaining access to the Community all visitors will be screened for signs and symptoms of COVID-19, which will include a temperature check and completion of the Visitor Attestation and Waiver. If the visitor is showing any signs or symptoms of COVID-19 or has had close contact with someone with COVID-19 infection in the prior 14 days (regardless of vaccination status), entry to the Community will be denied.*
- *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, bandanas and neck gaiters are not permitted. If the Resident being visited is unvaccinated, the Resident must also wear a mask for at least the duration of the visit (as tolerated). If the Resident and their visitor(s) are Fully Vaccinated and are alone in the Resident's room or living space or designated visitation room, they may choose to remove their masks or face coverings. However, visitors must wear an approved mask or face covering around Associates, other Residents, visitors, etc. that are not part of their group at all other times while in the Community.*
- *Visitors agree to maintain social distancing at all times while in the Community (six foot minimum). If the Resident is Fully Vaccinated, the Resident may choose to have close contact (including touch) with their visitor(s), even if the visitor is unvaccinated. However, both the Resident and visitor must wear an approved mask or face covering.*
- *Visitors will refrain from touching surfaces as much as possible and will remain in the designated visiting area.*
- *Visitors will limit movement throughout the Community and will go directly to the designated visitation area and will remain in that area for the duration of the visit.*
- *Visitors who disregard any mitigation requirement (face masks, hand sanitizing, screening and social distancing) may be removed from or denied access to the premises.*
- *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 provide instructional signage throughout the Community to remind visitors about safe visitation practices.*
- *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 enable visits to be conducted with an adequate degree of privacy by requiring staff to maintain a reasonable distance during visitation.*
- *The Community will maintain a log of all visitors for contact tracing 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 and will notify visitors if any area of the Community is in outbreak.*
- *All Community staff will wear appropriate personal protective equipment as prescribed by current guidance from ADHS and/or Maricopa County Public Health.*
- *If necessary, the Community will cohort Residents to allow for COVID-19 care for positive Residents (see Policy: Resident Illness Management – COVID-19).*
- *The Community will allow visitation subject to the following policies:*
 - *Day, time and location of visits as determined by the Administrator/Executive Director (which will include at least one weekend day to allow families who work during the week to have the ability to visit with their loved ones);*
 - *No more than two (2) visitors per visit;*
 - *One (1) visit per day per Resident, up to two (2) visits per week unless otherwise authorized by the Administrator/Executive Director;*
 - *Visits must be scheduled in advance; and,*
 - *Visits will be limited to one hour at a time.*
 - *If the Resident has a private room or living space, or does not have a roommate, it is not necessary to make a reservation for a visit and the amount of the time will not be limited, subject to all other provisions of this policy.*

Communal Activities and Dining

Communal activities and dining may occur while adhering to the core principles of COVID-19 infection prevention (e.g. limited number of people at the table, at least six feet of distance between Residents). Residents should continue to practice social distancing, perform frequent hand hygiene and wear a mask (as tolerated). The following Residents should not participate in communal activities and dining:

- *Vaccinated and unvaccinated Residents with COVID-19 infection, or in isolation because of suspected COVID-19 infection until they have met criteria to discontinue Transmission-based precautions.*
- *Vaccinated and unvaccinated Residents in quarantine until they have met the criteria for release from quarantine.*

Determining the vaccination status of Residents and Associates at the time of an activity might be challenging. When determining vaccination status, the privacy of the Resident or Associate should be maintained (e.g., not asked in front of other Residents or Associates). If possible, vaccination status should be determined/confirmed in advance and seating assigned. If vaccination status is unknown or cannot be reasonably determined, all participants will follow all recommended infection prevention and control practices including maintaining physical distancing and wearing masks or face coverings.

Group Activities

- *If all Residents participating in the activity are Fully Vaccinated, then they may choose to have close contact and to not wear a mask or face covering during the activity.*
- *If Unvaccinated Residents are present (or the vaccination status is unknown), then all participants in the group activity should wear masks/face coverings and Unvaccinated Residents should physically distance from others.*
- *If Unvaccinated Associates will be present, all participants must wear masks/face coverings.*

Communal Dining

- *Fully Vaccinated Residents can participate in communal dining without the use of masks/face coverings or physical distancing.*
- *If Unvaccinated Residents are present (or the vaccination status is unknown), then all participants in communal dining should wear masks/face coverings and Unvaccinated Residents should physically distance from others.*
- *If Unvaccinated Associates will be present, all participants must wear masks/face coverings, except while eating.*

Social Excursions

Residents taking social excursions outside the Community will be educated about potential risks of public settings, particularly if they have not been fully vaccinated, and reminded to avoid crowds and poorly ventilated spaces. They will be encouraged and

assisted with adherence to all recommended infection prevention and control measures, including wearing a mask/face covering, physical distancing and hand hygiene.