

**ST. COLUMBAN'S ON THE LAKE
RETIREMENT HOME
SILVER CREEK, NEW YORK 14136**

CORONAVIRUS DISEASE (COVID-19)

VISITATION POLICY FOR ST. COLUMBAN'S ON THE LAKE RETIREMENT HOME

10/20/2021

POLICY:

To ensure resident and staff health and safety during visitation through the duration of the COVID-19 disease.

PROCEDURE:

- ... In-house visitation is allowed as well as, on the patio, in the pavilion, and gazebo (weather permitting).
- ... Adequate staff will be present for monitoring of visitation, and cleaning and disinfecting visitation areas after each visit.
- ... Limited to 1-4 visitors per resident per visit.
- ... No more than 10 visitors will be permitted inside the facility at any given time.
- ... Visitors under the age of 18 years of age must be accompanied by an adult.
- ... Visitors must make an appointment for visitation. Call the main office (716) 934-4515 Monday through Friday between 9:00 A.M. and 5:00 P.M.
- ... Visitation hours will be Monday-Friday from 10:30 A.M. to 7:00 P.M. Visitation hours are subject to change based on staffing needs.
- ... In-house visits will be limited to 60 minutes. Though, this is flexible depending on individual resident needs.
- ... At this time visitors will NOT be invited to meals or to attend activities.
- ... Face masks are required for all residents and visitors. Staff will supply face masks if needed.
- ... St. Columban's on the Lake will provide alcohol-based hand sanitizer to visitors and residents, and, if needed, staff will demonstrate appropriate use.
- ... Hand sanitizer is located on the desk along with the visitor logbook.
- ... Visitors must uphold the 6-foot social distancing UNLESS all parties have been fully vaccinated.
- ... No touching each other or sharing objects such as playing cards, board games etc. UNLESS all parties are fully vaccinated.
- ... When a visitor arrives, they must ring the doorbell, notifying staff that they are here, sign in logbook, and use the hand sanitizer that is provided
- ... Visitors are screened for signs and symptoms of COVID-19 prior to resident access and refuse access if they exhibit any symptoms. Screening must consist of both temperature checks and responding to screening questions regarding COVID-19 signs and symptoms and vaccination status.
- ... Visitors must sign in and out at the logbook with each visit.
- ... St. Columban's on the Lake will maintain and retain documentation of the Visitor Logbook and make it available upon the DOH request and for potential contact tracing, up to one year.
- ... St. Columban's on the Lake will maintain signage regarding face mask utilization and hand hygiene practices.

The Visitor Logbook will include the following:

- **First and last name of the visitor;**
- **Visitor address and phone number;**
- **Date and time of visit;**
- **Name of resident they are visiting;**
- **The visitor's vaccination status;**
- **If the visitor is experiencing any COVID-19 signs and symptoms**

Note:

Areas where the visitors and residents meet are appropriately disinfected in between visitations, using an EPA-approved disinfectant; disinfectant spray or wipes.

All visitors must follow the rules set by St. Columban's on the Lake or you will be asked to leave, possibly jeopardizing future visits.

OUTDOOR VISITS:

- ... **Outdoor visits will have the same procedures as indoor visits.**
- ... **Visitors need to be cognizant that space and seating are limited and that they need to accommodate our residents when it comes to available seating on the patio, at the pavilion, or the gazebo.**
- ... **Hand sanitizer is recommended before and after visits.**
- ... **6-foot distancing remains in place, no exchanging items, no playing games, or cards. UNLESS all parties are fully vaccinated.**

ELECTRONIC COMMUNICATION:

- ... **Electronic visits such as Zoom, Skype and Facetime are additional ways to communicate, even if the facility is under the 14-day quarantine, due to a resident and or staff having a positive COVID test result. Please call (716) 934-4515 to set up an electronic visit.**
- ... **Please consider weekdays and during normal business hours, 9am-5pm for electronic visits as the office management helps with the set up, and sometimes there is a need to use their personal smartphones, or office computers to accommodate this request.**

COMPASSIONATE CARE OR PERSONAL CARE VISITORS:

Special visitation accommodations will be arranged for residents who have been assigned Compassionate Care Visitors and or Personal Care Visitors.

Compassionate Care or Personal Care visitors are permitted when visitation may not otherwise be permitted in accordance with the Department of Health's current visitation guidance. Compassionate Care or Personal care visits include:

- ... **Newly admitted residents with difficulty adjusting to St. Columban's on the Lake environment and in need of in-person family support.**
- ... **Resident recently grieving the loss of a friend or loved one.**
- ... **Resident who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.**
- ... **Residents who are exhibiting signs and symptoms of emotional distress.**
- ... **Residents who receive religious or spiritual support from clergy or another layperson.**
- ... **Resident requests and the visitor is able and acceptable to helping with the resident's personal care needs.**

The situations above are not intended to be an exhaustive list. Additional compassionate care situation may be considered by St. Columban's on the Lake on a resident-specific basis.

Though, Compassionate Care visitors and Personal Care Visitors have special visitation privileges during a shutdown of the facility, due to illnesses or whatever state of emergency has been put into place. However, the visitor has to abide by all other procedures and rules that are put into place for all visitors.

If the facility has a COVID-19 positive case, whether it be by staff or resident, there will be a pause in visitation for 14 days from date of report. Families and residents will be notified in person, by phone and or email regarding the visitations.