



## COVID-19 GUIDANCE FOR VISTATION

**UPDATED: October 14, 2020 (GUIDANCE SUBJECT TO CHANGE)**

To our Guests/Patients, Families and Visitors,

We are pleased to announce that Santé skilled nursing facilities will now allow limited visitation in accordance to the guidance released by the Arizona Department of Health Services effective October 1, 2020 and the level of community spread of COVID-19. This guidance was developed utilizing the strategies for progressive re-opening of facilities and benchmarks adopted from the Centers for Disease Control and the U.S. Coronavirus Task Force.

ADHS defines community spread levels with the thresholds outlined below. These thresholds are consistent with the national standards set by the Coronavirus Task Force.

| 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%               |

To determine the level of community spread of COVID-19, please click on the link below:

<https://www.azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/index.php#novel-coronavirus-community>

County-level data will be updated every Thursday on the business dashboard on the ADHS website (see link above).

**You can call any facility directly to clarify or confirm current visitation requirements:**

- Santé of Chandler – (480) 361-6636
- Santé of Mesa – (480) 699-9624
- Santé of North Scottsdale – (480) 630-3749
- Santé of Surprise – (623) 594-5050

Here's a summary of the ADHS Requirements:

## Requirements for Visitation at Congregate Settings for Vulnerable Adults and Children

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| Community Spread Level | Indoor Visitation from:<br>Compassionate Care Visitors (no testing required);<br>Medical, Dental, and Behavioral Healthcare (no testing required);<br>Clergy (no testing required);<br>Ombudsman (no testing required);<br>Designated Essential Visitor (Testing requirements vary based on community spread level) | Limited Outdoor Visitation<br>(no testing required) | Limited Indoor Visitation | Symptom Screening and Cloth Face Covering for all Visitors | Physical Distancing (6 feet)<br>(Exemption for Compassionate Care Visitors, Medical, Dental, and Behavioral Healthcare, Clergy, and Designated Essential Visitor) | Communal Spaces Open |
|------------------------|---|---|---------------------------|--|---|----------------------|
| Minimal                | Yes   | Yes   | Yes (Testing Required)    | Yes  | Yes   | Yes                  |
| Moderate               | Yes   | Yes   | Yes (Testing Required)    | Yes  | Yes   | Yes                  |
| Substantial            | Yes   | No  | Yes (Testing Required)    | Yes  | Yes   | No                   |

The new guidance released by ADHS on **October 1, 2020**, allows visitations from “Designated Essential Visitors”. The following link provides important information about who can qualify and how these designated essential visitors can prepare for their visit.

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/healthcare-providers/congregate-visitation.pdf>

#### Guest/Patient Criteria

- A. Guests/patients in isolation for COVID-19 or suspected COVID-19, who have signs or symptoms consistent of COVID-19, or are in the first 14-days of admission (observation period) are **not eligible** for visits. This may also include guests/patients who regularly leave the facility for medically necessary treatments or appointments such as hemodialysis.
- B. Guests/patients who had COVID-19 and are no longer considered infectious according to the CDC's Discontinuation of Transmission-Based Precautions and Disposition of Patients with COVID-19 in Healthcare Settings are eligible for visits.
- C. Guests/patients must wear a mask, or other acceptable face covering\*, during all visits, as tolerated.
- D. Guests/patients must be deemed medically stable and able to tolerate the visitation process.

## Visitation Guidelines:

### When Specific Types of Expanded Visitation are Permitted

This table shows the types of visitation that are allowed under each level of community transmission:

| Visitation Permitted During Each Level of Community Transmission<br><i>when required mitigation measures and other restrictions are met</i> |                            |                            |  |
|---|----------------------------|----------------------------|--|
| Visitation Type   | MINIMAL                    | MODERATE                   | SUBSTANTIAL                              |
| (1) Compassionate Care, Healthcare, Clergy, and Ombudsman Visits  | YES                        | YES                        | YES                                      |
| (2) Designated Essential Visitor Visits   | YES<br><i>with testing</i> | YES<br><i>with testing</i> | YES<br><i>outdoors only with testing</i> |
| (3) Limited Outdoor Visits  | YES                        | YES                        | YES<br><i>with testing</i>               |
| (4) Limited Indoor Visits   | YES                        | YES<br><i>with testing</i> | NO                                       |
| (5) Limited Indoor Visits to a Resident's Living Space  | YES                        | YES<br><i>with testing</i> | NO                                       |

Requirements and mitigation measures specific to each visitation type are outlined in the "Visitation Types and Applicable Restrictions" section below.

### To ensure the safety of our guests/patients and staff, the following guidelines will be instituted:

#### **\*Facilities in any stage may allow indoor visits if all the following CONDITIONS are met:**

- Patients may designate one or two family member(s) or caretaker(s) to serve as a "Designated Essential Visitor", who must be at least 18 years of age. This "Designated Essential Visitor" presents the facility documentation of a negative COVID test (either PCR or antigen) on the same testing interval required by CMS for the facility staff:
  1. Minimal (Percent Positivity <5%): Once a month
  2. Moderate (5%-10%): Once a week
  3. Substantial (>10%): Twice a week

The "Designated Essential Visitor" will complete/ an attestation that they will avoid attending large gatherings in between testing and visitation.

- Visitors other than the "Designated Essential Visitor" must present the facility a negative COVID test (either PCR or antigen) less than 48 hours old and completes/ signs an attestation that they have isolated in the time between the sample was taken and the visit and is free from symptoms.
- And the facility:

1. limits contact as much as possible, including a dedicated visitation space.
2. requires mask-wearing by patients (when safe), visitors, and staff.
3. requires hand sanitizing before the visit.
4. institutes enhanced cleaning and sanitation of the facility where the visits occur.

### **Other Santé TRC Specific Visitation Policies**

- Santé Facilities will allow for compassionate care visits regardless of the level of community spread. Compassionate care visits include visits for end-of-life or terminal diseases but also include visits by necessary healthcare professionals (including medical, dental, and behavioral healthcare), clergy, ombudsman and professionals assisting individuals with disabilities, including the use of license sign language interpreters and other communication service providers. Compassionate care visitors are not required to have a test completed prior to visitation. Otherwise, they must allow visitation at least to the level prescribed in the table above and will abide by the following specific guidelines:

#### **A. Day and time and location of the visit**

Visitation Hours: (9 AM – 4 PM; Daily by Appointment Only)

Visitation Area: Designated (Indoor and Outdoor as permitted by community spread level)

- **Weather:** Visits should occur only on days when there are no weather warnings that would put either the visitor or resident/patient at risk.

In-Room/ Guest Living Space Visits: **Are Only Allowed with prior Approval**

• Visitors may be permitted to visit the living spaces of guests/patients if the visitor meets all conditions\*. Additional measures are as follows:

- ❖ The individual does not have a roommate/share a room
- ❖ A mask is worn at all times.
- ❖ Symptom screening/temperature screening is performed before entering patient care/living areas.
- ❖ Required handwashing before and after entering/leaving patient care areas.
- ❖ Remains 6 feet from all patients and staff.
- ❖ There is no visitor use of patient facilities/restroom
- ❖ Visitors are only allowed in the living quarters for less than 15 minutes
- ❖ The 15-minute limit on living space visitation does not apply to “Designated Essential Visitors”

#### **B. Number of visitors per visit**

Limit visitation to a **1 visitor per patient/guest** at any given time. As much as possible, provide preference to the person determined as the “essential support system”.

#### **C. Total number of visits permitted by day**

Each patient/guest's visitor who was allowed entry previously on the same day may re-enter only once and will be required to follow all visitation screening requirements as appointments are available.

**D. Length of visit**

All visits occurring in the designated area will be limited to 30 minutes only. Requests for visitation extensions must be pre-approved, are on a case-by-case basis, and cannot be guaranteed.

**E. Visitor Screening and log for contact tracing purposes**

Visitors must sign in at the entrance and screened for signs and symptoms of COVID- 19 at a screening location designated in the building.

**F. Additional precautions determined by the Santé TRCs**

1. No visits will be allowed if the facility is experiencing an Outbreak - The facility must not have any outbreak in the previous two weeks (14-day) period.
2. Guests/patients and visitors always wear an acceptable mask\* or other face covering unless exempted due to a medical or mental health condition or disability or to facilitate communication with a person who is deaf or hard of hearing.

**\*Acceptable Face Covering:**

- Homemade masks that cover the nose and mouth (2-layer)
- Surgical or procedural masks (tie or ear loop)
- Dust masks
- N95 masks without vents
  - Patients or visitors arriving with an N95 masks may continue using them.

**\*Unacceptable masks or face coverings**

- Masks with vents - **Why?** Masks with vents or exhalation valves allow unfiltered exhaled air to escape.
  - Gaiters and bandannas
3. Visitors must wash hands or use alcohol-based hand rub upon entering and exiting the visitation area.
  4. Due to the risk of exposure, holding hands, hugging, kissing, or other physical contact is not allowed during visitations.
  5. All visitors must maintain 6 feet social distance and must stay in designated visitation locations.
  6. **Visitation Denials:** Facilities/homes can deny visitation if:
    - a.) the guest/patient or visitor does not comply with infection control guidance, or;
    - b.) the guest/patient or visitor is at risk of abuse/harm.
    - c.) Patient/guest is deemed not medically qualified or unable to tolerate visitation.