

November 12, 2020

Guidance

Visitation can be conducted through different means based on residents' needs, county positivity rates, Still Hopes' COVID-19 exposure, and for circumstances beyond compassionate care situations. County positivity rates and Still Hopes' COVID-19 exposure can delay or immediately halt any type of visitation. If this occurs, we will provide notification as soon as possible to all families and residents. We will continue offering virtual visits and window visits with residents coordinated by the activity's personnel in addition to compassionate care visits.

Starting Monday November 16th, 2020, we will also allow limited scheduled indoor visits. **All residents must have the opportunity to have an indoor visit before there are multiple visits for the same resident.** Regardless of how visits are conducted, there are certain core principles and best practices that reduce the risk of COVID-19 transmission:

Core Principles of COVID-19 Infection Prevention

- Screening of all who enter the facility for signs and symptoms of COVID-19 (e.g., temperature checks, questions or observations about signs or symptoms), and denial of entry of those with signs or symptoms
- [Hand hygiene](#) (use of alcohol-based hand rub is preferred)
- Face covering or mask with a provided clean surgical mask (covering mouth and nose)
- Social distancing at least six feet between persons. Elevators will not be a space to congregate visitors, staff and residents.
- Instructional signage throughout the facility and proper visitor education on COVID-19 signs and symptoms, infection control precautions, other applicable practices (e.g., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene) shall be available
- Cleaning and disinfecting high frequency touched surfaces in the facility often, and designated visitation areas after each visit
- Appropriate staff and visitor use of Personal Protective Equipment (PPE)
- Resident and staff testing conducted as required at 42 CFR 483.80(h) (see [QSO-20-38-NH](#))

Visitation should be person-centered, we will consider the residents' physical, mental, and psychosocial well-being, and support their quality of life. By following a person-centered approach and adhering to these core principles, visitation can occur safely.

Outdoor Visitation to Indoor Visitation

The biggest obstacle for outdoor visits is cooler weather temperatures and staffing outdoor visits for seamless coordination. We are going to move to an indoor model with details outlined below. **All outdoor visits that have already been scheduled will be kept but held in the resident's room starting Monday, November 16, 2020.** Visits scheduled for Saturday November 14th will be held in the parking garage outside due to rain. You will use the same link that you used for outdoor visits to schedule indoor visits.

Indoor Visitation

Indoor visits will need to be **scheduled and planned**. In order to accommodate and support indoor visitation, the following guidelines must be met:

- a) There has been no new [onset](#) of COVID-19 cases in the last 14 days and the neighborhood is not currently conducting [outbreak testing](#). We will let you know as soon as possible if this is the case.
- b) Visitors must adhere to the core principles of Infection Control and guidelines of Indoor Visits.

Overview of Indoor Visitation:

- Indoor visits will be held **in resident rooms** Monday, Wednesday, Thursday, and Saturday from 10AM- 3:30PM. **Each visit will last one hour**.
- Visits will be scheduled through the links provided below.
- Visitors will be limited to 2 people per resident per day. All visitors must be 25 years or older.
- **All residents must have the opportunity to have a visit before there are multiple visits for the same resident.**
- Visits will be scheduled for one hour starting at the scheduled start time. For example, if you schedule a visit for 10AM, we ask that you check out by 11AM. Please arrive a few minutes before to get signed in and don appropriate PPE at the front desk.
- All visitors must sign a consent form. This only needs to be filled out once per visitor. This form is attached and can also be provided by the front desk.
 - If you have already filled this out for an outdoor visit, you do not have to fill it out again.
- All visitors are required to wear gloves, gown, and provided surgical mask for the duration of the visit. Even though you will be in the resident's room, we ask that you please maintain social distancing of at least 6 feet.
- Residents on isolation are not allowed indoor visits but may qualify for compassionate care visits.

Indoor Visitation Scheduling:

Jane Bruce Skilled Nursing Neighborhoods (Broad, Congaree, and Saluda) and Sanders Rehab Suites:

<https://calendly.com/stillhopesvisitation/outdoor-visitation-b>

River Banks Assisted Living and Rose Gardens Memory Care:

<https://calendly.com/stillhopesvisitation2/assistedliving>

These are the same links used for outdoor visits. The time you sign up for is your arrival time for the visit. Visits may last up to one hour even though you are signing up for a 30 minute slot.

Process for Indoor Visitation:

1. Schedule an indoor visit through the links above or call the front desk at 803-995-8100 for assistance.
2. Arrive 5-10 minutes early for visit and park in front of the Greenway Building. Enter through the front door and press the bell button to ring the front desk. Please wear a face covering over your nose and mouth upon entering the building. You will be provided a surgical mask for each visit that must be worn at all times.
3. Please use hand sanitizer immediately upon entry.
4. The front desk personnel will let you in and you will go straight to the front desk to sign into the “Accushield” device. You will answer symptom questions and have your temperature checked before being permitted to proceed with your visit. You will be provided a badge sticker that must be worn at all times in the building.
5. The front desk team member will provide you with the proper PPE. Please put on the surgical mask and gown before using the elevators or walking through the halls.
6. You will be escorted to the room and asked to use hand sanitizer again and put on gloves once you are in the room.
7. The visit will occur in the resident’s room without other residents present. The resident should wear a mask throughout the duration of the visit if medically capable.
8. Visitors must maintain social distance of 6 feet during the entire visit.
9. You will be responsible for leaving and checking out at the front desk within one hour.
10. The Accushield tracks time in and out. If we have reports of families staying longer than one hour, we will need to inquire, and indoor visit permissions could be revoked.

Compassionate Care Visitation

While end-of-life situations have been used as examples of compassionate care situations, the term “compassionate care situation” does not exclusively refer to end-of-life situations. Compassionate Care visits are different from indoor visits because they are more frequent and flexible. You do not use the scheduling app to schedule a compassionate care visit, it is scheduled through the nursing team.

Examples of other types of compassionate care situations include, but are not limited to:

- a) A resident, who was living with their family before recently being admitted to a nursing home or assisted living, is struggling with the change in environment and lack of physical family support. This can mean a newly admitted resident within 2 weeks of admission.
- b) A resident who is grieving after a friend or family member recently passed away.
- c) A resident who is experiencing a decline in health, a change in mood or change in condition.

Overview of Compassionate Care Visits:

- Compassionate Care visits take place **in the resident’s room** without other residents present.
- Compassionate Care Visits are between **9AM-12PM every day of the week**. If a resident is deemed “end of life,” visitation times may be extended to accommodate family members.
- Visitors are limited to 2 people a day for a maximum of one hour. Visits may occur daily.
- Frequency of visits will be determined by the interdisciplinary team and may only be offered

temporarily.

- Visitors must be 25 years old unless there is written permission from administration.
- Compassionate care visits are granted by an interdisciplinary team. If you believe your loved one should be considered for compassionate care visits, please contact the Assistant Director of Nursing for your loved one's area. Contact information below.
- At all times, visits should be conducted using social distancing of at least 6 feet; however, if during a compassionate care visit, the facility identifies a way to allow for personal contact to meet the medical needs of a resident, it should only be done following all appropriate infection prevention guidelines, and for a limited amount of time.

Process for Compassionate Care Visitation:

1. Arrive 5-10 minutes early for visit and park in front of the Greenway Building. Enter through the front door and press the bell button to ring the front desk. Please wear a face covering over your nose and mouth upon entering the building. You will be provided a surgical mask for each visit that must be worn during the visit.
2. Please use hand sanitizer immediately upon entry.
3. The front desk personnel will let you in and you will go straight to the front desk to sign into the "Accushield" device. You will answer symptom questions and have your temperature checked before being permitted to proceed with your visit. You will be provided a badge sticker that must be worn at all times in the building.
4. The front desk team member will provide you with the proper PPE. Please put on the surgical mask and gown before using the elevators or walking through the halls.
5. You will be escorted to the room and asked to use hand sanitizer again and put on gloves once you are in the room.
6. The visit will occur in the resident's room without other residents present. The resident should wear a mask throughout the duration of the visit if medically capable.
7. Visitors must maintain social distance of 6 feet during the entire visit.
8. You will be responsible for leaving and checking out at the front desk within one hour.
9. The Accushield tracks time in and out. If we have reports of families staying longer than one hour, we will need to inquire, and compassionate care permissions could be revoked.

Grateful Gatherings During the Holidays

Starting November 19th, we will offer a series of scheduled occasions to celebrate with your loved one and share a holiday meal in a designated location. We will offer set times and provide you with a menu once you arrive. You may also bring food which may be preferable due to potentially limited options. The room set up will be in a private cozy family den where each resident may have up to 2 guests. Guests must be 25 years or older. Rooms will be fully sanitized between uses. All guest will have to wear mask unless they are eating or drinking and will follow the same check in process as indoor visits. We will offer one lunch and one dinner option for each neighborhood. One meal time per resident may be chosen. You will sign up for an arrival time. We ask that you are punctual and follow all of the general guidelines listed above for appropriate infection control adherence.

Grateful Gatherings will be held **Limited Wednesdays and Thursdays**. Other days may be offered in the future, if we add additional days you will be notified. If you do not see the date available, it is already booked. You may sign up for a spot with the following schedule links.

- Jane Bruce Skilled Nursing Neighborhood (Saluda, Broad, and Congaree) Gatherings will be held in family dens on each neighborhood.
 - Congaree: <https://calendly.com/stillhopesvisitation/congaree-grateful-gatherings>
 - Broad: <https://calendly.com/stillhopesvisitation/borad-grateful-gatherings>
 - Saluda: <https://calendly.com/stillhopesvisitation/saluda-grateful-gatherings-clone>
- Rose Gardens Gatherings will be held in the Adult Day Care room.
 - <https://calendly.com/stillhopesvisitation/rosegardens-grateful-gatherings>
- River Banks Gatherings will be held in each resident’s apartment. Please communicate with the resident to approve this visit and plan a time that is convenient for them. This reservation allows you to come for a mealtime visit on that day since indoor visits are not offered during meal times. There is not a communal space appropriate for these gatherings in River Banks.
 - <https://calendly.com/stillhopesvisitation/riverbanks-grateful-gatherings>
- Grateful Gatherings will not be offered for Sanders Rehabilitation Suite residents.

Holiday Leave for Residents – Unrelated to Medical Necessity

If a resident chooses to leave the community unrelated to a medical necessity (i.e. Thanksgiving family gathering or Christmas family meal), the resident will need to follow the guidelines below:

If the length of stay outside of the Community **is less than 7 days**:

- The resident will be placed on quarantine for 14 days upon returning to the Community.
- The resident will be tested for COVID-19 between day 7 and day 10 upon returning to the Community.
- The resident will be monitored daily for signs and symptoms of new onset respiratory illness for 14 days upon returning to the Community.

If the length of stay outside of the Community **is greater than 7 days and up to 14 days**:

- The resident will need to provide the Community with a negative COVID-19 test result before returning. The resident will need to have this test taken within 48 hours of returning to the Community.
- The resident will be placed on quarantine for 14 days upon returning to the Community.
- The resident will be tested for COVID-19 between day 7 and day 10 upon returning to the Community.
- The resident will be monitored daily for signs and symptoms of new onset respiratory illness for 14 days upon returning to the Community.

If the resident remains asymptomatic and test negative for COVID-19 then the individual will be able to come off of quarantine after 14 days.

Questions and Concerns Relating to:

Indoor Visitation and Grateful Gatherings: **Hilary Bassett 803-995-8080**

Assistant Director of Nursing Contact Information for Compassionate Care Visits:

Jane Bruce Skilled Nursing Neighborhoods: **Tammy Freeborn 803-739-5039**

Sanders R. Guignard Rehabilitation Suites: **Deanna Barfield 803-995-8064**

River Banks Assisted Living and Rose Gardens Memory Care: **Nicole Smith 803-739-5036**

Activities Personnel for Window Visits and Facetime Virtual Visits:

Jane Bruce Skilled Nursing Neighborhoods: **Diane Cote 803-995-8070**

Sanders R. Guignard Rehabilitation Suites: **John Tasevski 803-739-5021**

River Banks Assisted Living: **Hannah Taylor 803-995-8114**

Rose Gardens Memory Care: **Bob Michalski 803-995-8069**

INFORMED CONSENT and ASSUMPTION OF RISK RELATED TO VISITORS Form on Next Page.

VISITOR INFORMED CONSENT & ASSUMPTION OF RISK

PLEASE PRINT LEGIBLY

Name _____ Mobile Phone _____ Home Phone _____

Address _____ City _____ State _____ ZIP _____

Email _____

INFORMED CONSENT:

I acknowledge that I have been fully informed of all of the following:

- (a) That there is a risk that by entering on to Still Hopes Retirement Community AL/SNF grounds, hereinafter “FACILITY”, or entering in to FACILITY I could be exposed to the COVID-19 virus;
- (b) That as FACILITY caregivers are providing care and assistance to residents, FACILITY caregivers must be in close contact with residents. While FACILITY caregivers are trained to mitigate the risks of virus transfer, caregiver assistance necessarily involves close contact or actual physical contact with residents, as well as shared contact among surfaces.
- (c) Although all staff members, including caregivers, take precautions to minimize the risk of virus transfer, at this time it would appear that the risk of COVID-19 transmission cannot be fully eliminated and that FACILITY cannot guarantee that it can provide an environment that is free from the risk of COVID-19 transmission.
- (d) That FACILITY cannot guarantee that I will not contract the COVID-19 virus from contact with a FACILITY resident or staff member, or from touching a surface while visiting the FACILITY;
- (e) That I understand that if I were to contract the COVID-19 virus I could become ill and possibly die;
- (f) That I am aware that my name may be given to public health officials for contact tracing which could result in public health officials asking me to be tested for COVID-19 should new cases develop in the facility.

ASSUMPTION OF RISK:

Upon signing this Agreement and forever thereafter, I agree that if chose to visit FACILITY, I assume the risk that I may be exposed to, and possibly contract, the COVID-19 virus and possibly die, as a result of my presence at or in the FACILITY.

I agree that I am knowingly and voluntarily assuming all risk to myself, known and unknown, associated with the potential exposure to the COVID-19 virus, up to and including death.

I further expressly agree that the foregoing Informed Consent and Assumption of Risk is intended to be as broad and inclusive as permitted by the law of the state of South Carolina, and that if any portion of this agreement is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

This Informed Consent and Assumption of Risk constitutes the sole and entire agreement between FACILITY and myself with respect to its subject matter and supersedes all prior and contemporaneous understandings, both written and oral, with respect to said such subject matter.

I AGREE TO FOLLOW ALL FACILITY INFECTION CONTROL PROTOCOLS, INCLUDING SCREENING AT THE TIME I ARRIVE AT THE FACILITY;

I AGREE TO WEAR PPE AT ALL TIMES WHILE AT OR IN THE FACILITY AND UNDERSTAND THAT MY FAILURE TO DO SO WILL RESULT IN MY IMMEDIATE REMOVAL FROM THE FACILITY PROPERTY.

I ACKNOWLEDGE THAT I HAVE THE LEGAL AUTHORITY TO SIGN ON MY BEHALF.

I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS MEANING. I HAVE BEEN ADVISED THAT I SHOULD CONSULT MY LAWYER PRIOR TO EXECUTING THIS AGREEMENT.

I FURTHER ACKNOWLEDGE THAT I HAVE READ AND VOLUNTARILY SIGNED THIS AGREEMENT AND THAT NO ORAL REPRESENTATIONS, STATEMENTS, OR INDUCEMENT APART FROM THE FOREGOING WRITTEN AGREEMENT HAS BEEN MADE.

Visitor Name (PRINT) _____

Visitor Signature _____ Date _____