



COVID-19 Visitation Policy for Assisted Living and Healthcare

Policy:

This policy defines the guidance under which visitors may visit residents in The Army Residence Community (ARC) Assisted Living and The Army Residence Community Healthcare Department. Designed to ensure the safety and well-being of residents as well their visiting family members and/or friends, the guidelines follow recommendations for curtailing the spread of COVID-19 as set forth by the Centers for Disease Control and Prevention (CDC) and our local Health Department and state agencies.

Facility Guidance:

The ARC will follow guidance provided by the local Health Department and the Centers for Disease Control and Prevention (CDC). Policies and procedures are subject to change based on executive order and/or the needs of the residents and staff of The ARC. The ARC will provide as much notice as is possible when changes/updates occur.

Visitation Guidelines:

- Residents may have no more than one (1) visitors at a time, with a maximum of (2) visitors per day.
- Visitors 18 years old and older may visit in the resident's apartment; however, visitors younger than the age of 18 must visit with the resident on a private patio or in designated/approved outdoor areas only.
- All visitors must enter and exit the facility through the designated front entrance and must comply with The ARC's screening protocol. Visitors are not allowed to enter through private patios or exit doors.
- Visitors will be screened and symptom-checked when arriving at the building. **A visitor who meets any of the following screening criteria must leave the facility property and visit when they are symptom-free:**
 - Fever defined as a temperature of 99.6 Fahrenheit and above, or signs or symptoms of a respiratory infection, such as cough, shortness of breath, or sore throat;
 - signs or symptoms of COVID-19, including chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea;
 - additional signs and symptoms as outlined by the Centers for Disease Control and Prevention (CDC) in Symptoms of Coronavirus at [cdc.gov](https://www.cdc.gov);
 - contact in the last 14 days with someone who has a confirmed diagnosis of COVID-19, is under investigation for COVID-19, or is ill with a respiratory illness; or
 - has a positive COVID-19 test results from a test performed in the last 14 days.
- Visitors who pass the screening will be granted entry into the facility, providing they wear a mask or face covering over both the mouth and nose and perform proper hand hygiene upon entrance.

- Visitors and residents must wear masks or face coverings and practice social-distancing, remaining at least 6 feet apart during the visit.
- Visitors will refrain from visiting with residents other than the resident they have come to visit.
- Visitors will go directly to the residence of the resident they are wanting to visit and refrain from walking around other areas of the building.
- Visitors will notify the screening staff when they exit the building.
- Visitors are not allowed in the dining rooms, Bistro or other common areas at this time.
- Visitors may not participate in any group activities with other residents.
- Guest room rental will not be available until further notice.

Visitation Days / Hours:

- Visitation will be allowed every day, from 9:00 a.m. to 6:00 p.m.
- Visitation times are subject to change as determined by facility.

Notifications:

- At any time that the facility experiences an outbreak (**Bexar County and the Cities Health District guidance**) of COVID-19, the facility will follow appropriate reporting guidelines for testing and interventions which may include, but are not limited to, halting visitation.

Communication:

As The ARC continues to respond to the evolving challenges of the pandemic, The ARC will remain in communication with residents, resident representatives, families and neighboring facilities. The ARC's goal is to continue to protect our residents and staff along with reuniting loved ones in support of providing social and emotional support in the safest environment possible.

The ARC will communicate procedure implementation and changes at the facility by means of the following:

- Letters
- Phone Calls
- Emails

Resident Preparation:

1. Information will be provided to the resident about visitation protocols, requirements and the facts about COVID-19.
2. The resident must wear a facemask or face covering over both the mouth and nose (if tolerated) throughout the visit.
3. The resident will be advised, per facility guidelines, to wear a facemask at all times while out of the resident's apartment.
4. The resident will follow hand hygiene protocols.
5. If the resident is ill, has symptoms consistent with COVID-19, or has tested positive for COVID-19, they will not be able to participate in visitation. An alternate means of visitation will be offered, such as a virtual visit with assistance from staff if necessary.
6. The resident will be encouraged to follow infection control practices during visitation.

Visitor Preparation:

1. Visitor will be required to provide and wear a facemask or appropriate face covering for visitation, and it must be worn at all times covering both the mouth and nose.
2. Information will be provided to the visitor about visitation protocols, procedures, requirements, facts about COVID-19, use of personal protective equipment (PPE) and infection control prevention.
3. Visitor must follow hand hygiene protocols with handwashing and/or alcohol gel before and after the visit.
4. Visitor will enter and exit the facility only at designated front entrances.
5. Visitor will report to the facility if they experience any COVID-19 symptoms prior to a visit, and/or two weeks (14 days) following the day of the visit. Visitor will be provided a reminder to monitor for symptoms and will receive guidance on to whom to report an onset of any symptoms.
6. A visitor who does not meet screening protocols will *not* be permitted to attend the visit.

Visitors will be advised that failure to comply with visitation instruction and guidance will result in inability to visit.

Facility Staff Preparation:

1. Facility staff will inform the visitor of applicable policies, procedures and requirements.
2. Facility staff will log visitor information in the Visitor Log, which will include visitor name, resident name, presence or absence of symptoms, check-in time and check-out time. (Note that this log is not for vendors.)
3. Facility staff will approve the visitor's facemask and other appropriate PPE upon entrance.
4. All staff members will wear a facemask at all times as required by the facility.
5. Facility staff will encourage the resident and the visitor to wash their hands and/or use alcohol-based gel prior to and after the visit.

Visitation Area Preparation:

1. The facility will designate outside visiting areas for outdoor visits if desired by the resident.
2. Designated visitation areas will be cleaned and disinfected with special attention to high-touch surfaces, including, but not limited to, door handles, handrails, window, seating utilized, communication devices utilized, etc.
3. Manufacturer's instructions will be followed for all cleaning and disinfection products (e.g., concentration, application method and contact time, necessary personal protective equipment, etc.).

Testing Requirements – Visitors:

1. Essential Visitors at either Lakeside or Crestway Assisted Living will need to get tested every 14 days or at least 14 days before visitation. If visitation is infrequent, then the visitor must supply a Negative test within 14 days of the visit.

2. Essential Visitors at the HCC (A wing, B wing, and Oaks) will need to be tested at the current frequency of staff. Currently, this is once weekly due to the positivity rate of Bexar County. If the positivity rate falls below 5%, then testing is required on a monthly basis. Essential Visitors must have a negative COVID test 48-72 hours before the first visit.
3. Essential Visitors coming from out-of-state must get tested 24 hours before the visit.