

Park Creek Senior Living Community
Policies & Procedures
Covid-19 Policy& Procedure
Visitations - Revised as per March 5th, 2021 Health Advisory

Policy: As guided by the State of New York mandates during this Covid-19 pandemic, Park Creek will establish guidelines to remain compliant with guidance intended to benefit the health and well being of the residents, staff and visitors. This policy relates specifically to the compliance with measures pertaining to both outdoor and indoor visitations.

The following policy is effective as of Thursday, March 11th, 2021.

Park Creek will expand its visitation policy as of the date above. It is understood that the core principles of infection control and prevention, specifically in respect to the COVID-19 virus, will be adhered to in all visitation locations. This policy will be available at the main entrance to Park Creek, in the Administrator's Office, to new residents, as well as distributed to all current residents and family members.

According to Department of Health guidelines, Park Creek will be able to accept visitors under the following conditions:

- 1) With 21-50 residents in the building, 10 visitors may be accommodated
- 2) With 51-100 residents in the building, 20 visitors may be accommodated.
- 3) Visitors under 16 must be accompanied by an adult 18 years or older.
- 4) West/North visitations are scheduled from 9:30am-6:15pm
- 5) East visits are scheduled from 1:15pm-6:15pm
- 6) Visits will be limited to 1/2 hour visits.
- 7) Visitors who appear ill will be asked to postpone their visit.
- 8) Visitors who have traveled outside the State of New York will follow the guideline established by the Governor's office for visitation of residents. (see: [COVID-19 Travel Advisory | New York Forward \(ny.gov\)](https://www.ny.gov/newsroom/covid-19-travel-advisory))

Screening of visitors will be performed prior to all visits. This will include documentation of the following:

- i. First and last name of the visitor
- ii. Physical (street) address of the visitor
- iii. Daytime and Evening telephone number
- iv. Date and time of visit and
- v. E-mail address if available

Screening questions will also include those pertaining to the general physical well being of the visitor that day; if the person has a temperature; and if the person has been within 6 feet of someone with a confirmed case of COVID-19.

Visitors will be required to wear a face mask or face covering at all times while on the premises of Park Creek. The facility will be certain to have an adequate supply of face masks on hand should a visitor not have one available.

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Visitors will be asked to wash their hands in the nearest bathroom for sanitizing. If the bathroom is not available, the facility will provide an alcohol based hand rub and demonstrate appropriate use if necessary.

Park Creek will provide a quick, user friendly fact sheet outlining visitor expectations, including appropriate hand hygiene and face coverings. The fact sheet will be provided upon initial screening to all visitors.

As of 3/11/2021 the following locations will be designated for visitation: 1) The Plymouth Living Room and in 2) resident's room.(Outdoor visitation will be strongly encouraged and will be made available at a future time when the weather is more favorable for the health of elderly residents.)

The Plymouth Room has two meeting areas, separated by dividers, so that social distancing can be appropriately maintained and, in each area, two visitors may visit with one resident. If resident is not in the Plymouth room, visitors are asked to wait for the resident, especially in the case of memory unit resident who must be escorted by a staff member.

Following the visit, the Park Creek staff are assigned to provide sanitation to the area prior to the next visitation beginning.

In the resident's room, except for one couple who are married, all rooms are rented by a single resident. A visitor, therefore, would not disturb another's resident's privacy. Visitors would be counseled, prior to the visit, to: 1) maintain appropriate social distancing while in the resident's room; 2) go directly to room or designated area; 3) remain masked at all times and 4) if resident is not in his/her room, the visitor should not leave room to locate the resident. The pull call in the room can be used to alert the Park Creek staff that the resident should be sent back to their room.

At the end of the visit with the resident, all visitors who have met with a resident in their rooms, will be asked to leave promptly through the main doors, without stopping to visit with other residents or staff. Visitors will be reminded when they sign in to sign out upon leaving the building. All visitors who have met with a resident in the Plymouth room will be asked to leave that room directly from that room without coming into the main part of the building.

COVID positive residents (whether new or persistently positive) , residents with COVID-19 signs or symptoms, and residents in a 14 day quarantine or observation period are ineligible for in-person visits. Park Creek will accommodate visitations based on the Erie County wide positivity rate being below 10%.

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Compassionate Care Visits will be accommodated when visitation may not otherwise be permitted in accordance with the Department of Health's current visitation guidance.

Compassionate visits may include:

- Newly admitted residents with difficulty adjusting to Park Creek and lack in-person family support.
- Residents grieving the loss of a friend or loved one.
- Residents 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 including, but not limited to, seldom speaking or crying more frequently (when the resident has rarely cried in the past), refusing to participate in an activity or activities, staying in bed longer than usual, or exhibiting behavior considered abnormal for the individual.
- Residents who receive religious or spiritual support from clergy or another layperson.
- Residents who are in the end stages of their lives and require emotional support.

Park Creek staff will be ready to assist with transitioning residents; monitoring residents (in terms of the number of visitors in the building); maintaining social distancing; cleaning and disinfection. Staff will be responsible for assuring visitors sign in and out, complete screening process including temperature checks; wear face masks; and perform hand hygiene prior to visiting with the resident.