



**Helen Hayes Hospital Skilled Nursing Facility and Transitional Care Unit  
COVID-19 Visitation Safety Plan  
Effective June 30, 2021**

Helen Hayes Hospital's plan is to provide safe visitation during a pandemic for our residents while adhering to federal and state government requirements and recommendations.

The Helen Hayes Hospital Skilled Nursing Facility (SNF) and Transitional Care Unit (TCU) are in full compliance with all state and federal requirements, which includes, but are not limited to, state Executive Orders and guidance, state reporting requirements including COVID-19 focus surveys, New York State Department of Health (DOH) Health Electronic Response Data System (HERDS) and staff testing surveys, and federally required submission of COVID-19 data to the National Healthcare Safety Network (NHSN).

**The Visitation Safety Plan will be implemented by the following:**

An Interdisciplinary Administrative team was established to create, implement and oversee this plan.

All residents and/or their representatives will be notified of the COVID-19 Visitation Safety Plan by their preferred method of communication (i.e. letter, email or telephone) and by posting to the Helen Hayes Hospital website.

Visitation will be allowed once these guidelines are met:

- The Helen Hayes Hospital SNF and TCU respectively have no staffing shortages as evidenced by the facility's individual staffing plans and as reported through submissions to the NHSN.
- The absence of any new onset of COVID-19 among staff or residents as reported to the DOH on the daily COVID-19 HERDS survey, staff testing surveys, and as reported to the NHSN for a period of no less than fourteen (14) days and the facility is not currently conducting outbreak testing.

Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period remain ineligible for in-person visits. Residents unable to receive visitors will continue to be provided with daily alternative communication means.

Visitors include, but are not limited to, family members, loved ones identified and approved by the resident and/or health care proxy, representatives from the long-term care ombudsman program (LTCOP), and resident advocacy organizations.

Visitors under the age of 18 are prohibited from visiting at this time.

Indoor visitation is permitted in the resident's room or outdoors in MacArthur Park, weather permitting, with outdoor visitation the preferable option. Indoor visits may be subject to change without notice.

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Visitation is permitted every day for thirty (30) minutes from 3:30 p.m. – 8:00 p.m. on Monday through Friday and 2:00 p.m. – 8:00 p.m. on Saturday through Sunday.

Visitors are limited to two (2) visitors per resident per day, with one (1) visitor permitted at a time. Visitors must check out at the front desk before leaving to open up availability for the next visitor to register and visit.

Upon arrival at the Helen Hayes Hospital SNF or TCU, the visitor will be screened by a designated staff member before they will be allowed to visit with the resident. Screening consists of temperature checks and asking screening questions to assess for signs and symptoms of COVID-19 and potential exposure to COVID-19.

If any visitor fails any part of the screening process (temperature and/or screening questions), Safety will notify the Nursing Supervisor, who will advise the visitor that they must leave and may re-schedule their visit when they have resolved the reason for the failed screening. The Nursing Supervisor will notify the resident.

The facility's electronic visitor management program and a log will be used to document information about each visitor as part of the screening, and will include:

- First and last name of the visitor.
- Home street address of the visitor.
- Daytime and evening telephone number(s).
- Date and time of visit.
- Email address, if available; and
- A notation indicating the visitor cleared the screening (both temperature and questions).

All visitors will be provided with a COVID-19 Visitor Fact Sheet upon initial screening.

Restrooms at the main entrance will be made available for use but no other area may be entered besides the hallway to and from the restrooms to the front entrance.

Alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol, is readily available to residents, visitors, and representatives of the long-term care ombudsman visiting residents and those individuals are able demonstrate to appropriate use.

Visitors will be provided with and must wear appropriate personal protective equipment (PPE) as recommended by the DOH and Centers for Disease Control and Prevention (CDC) throughout their visit.

Visitors must wear a face mask provided by the facility and it must cover both the nose and mouth while on the property and during the entire visit if medically tolerated.

Once the visitor is cleared, they will be directed to the unit's entrance.

Both the resident and the visitor will be required to wear a mask at all times.

The visitor must remain at least six (6) feet away from the resident to ensure proper social distancing.

Close contact such as hand holding, hugging, or kissing are prohibited to ensure there is no spread of the COVID-19 virus. If at any time these requirements are not followed, the visitation will end.

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Adequate staff will be present to assist with the transition of residents, monitoring of visitation, and cleaning and disinfecting of areas used for visitation after each visit using an EPA-approved disinfectant. The visitors must remain in the resident's room or designated visitation area during the visit and leave at the end of the visit. Visitors will have limited movement in the facility and are not permitted to walk around the facility.

Visitors who are unable to adhere to the facility's requirements will not be permitted to visit or will be asked to leave.

This Visitation Safety Plan is subject to change based on the current pandemic and regulations set forth by the DOH.