

Background

On June 3, 2021 the NYSDOH issued revised visitation guidance, but specifically defined core principles to reduce the risk of COVID-19 transmission that must be followed. The core principles include, but are not limited to, the following:

- Screening of all visitors for signs and symptoms of COVID-19 (e.g., temperature checks, questions about and observations of signs or symptoms), and denial of entry of those with signs or symptoms or those who have had close contact with someone with COVID-19 infection in the prior 14 days (regardless of the visitor's vaccination status).
- Encourage, but not require, unvaccinated visitors to become vaccinated when they have the opportunity.
- Hand hygiene (use of alcohol-based hand rub is preferred).
- The use of face coverings or masks (covering mouth and nose) and social distancing in accordance with NYSDOH.
- Instructional signage throughout the facility and proper visitor education on COVID-19 signs and symptoms, infection control precautions, other applicable facility practices (e.g., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene).
- Cleaning and disinfecting high frequency touched surfaces and designated visitation areas in the facility often, and after each visit.
- Appropriate staff use of Personal Protective Equipment (PPE).
- Effective cohorting of residents (e.g., separate areas dedicated to COVID-19 care).
- Residents in isolation or observation, and residents with suspected or confirmed COVID-19 status, irrespective of vaccination status, should not have visitors outside of compassionate care or end-of-life situations.

Visiting Program

The revised NY Forward Safety Plan is maintained on file in the administration offices and is available upon request of residents, families, NYSDOH, YCPH, and the LTC Ombudsman Program.

All NYSDOH COVID-19 related visitation guidance will be adhered to, and visiting protocol will be modified as necessary to reflect updates to the guidance.

Visits will be based on residents' specific needs, staffing, physical space, and infection control and prevention practices that reduce the risk of COVID-19 transmission.

Clinton Crest Manor will schedule in-person visits. Visits will be scheduled 24 hours in advance when possible on the following days and times, but is subject to change.

- Monday/Wednesday/Friday 10:00 a.m. – 4:00 p.m.
- Tuesday/Thursday 10:00 a.m. – 7:00 p.m.
- Accommodations outside the typical visiting hours will be made upon request.

To promote adherence to the core principles of infection control, Clinton Crest Manor is scheduling one resident per time to receive a visit, and visitors are limited in number per resident, per visit.

To ensure that all residents are able to have visitors the maximum length of a visit is 30 minutes.

Visitors under the age of 16 must be accompanied by an adult aged 18 years or older.

The life enrichment coordinator is responsible for scheduling visits.

All residents will be notified in advance that visitors will be present and advised to remain socially distant from visiting areas.

Scheduling is not required for the long-term ombudsman.

Visitor Screening and Documentation

Prior to each scheduled visit, visitors will be screened by the facility employee responsible for monitoring the visit.

Upon arrival visitors are directed to the appropriate screening area depending on the location of the visit.

If the visit is outdoors, visitors will be screened at the main entrance. If the visit is indoors, visitors will be screened at the lounge exit door.

Screening of all visitors for signs and symptoms of COVID-19 will consist of temperature checks, observations of signs or symptoms, and asking screening questions to assess potential exposure to COVID-19, which shall include questions regarding international travel.

Visitors will not be permitted to visit if they exhibit any symptoms or do not pass the screening questions.

Written documentation of the visitor screening questions asked is maintained and made available upon the NYSDOH request. The administrator or assistant administrator is responsible for reviewing all screening responses, and documents doing so, every day.

Documentation of visitor screening is also maintained onsite by the administrator and assistant administrator in an electronic format and available upon the NYSDOH request for purposes of inspection and potential contact tracing (see the health screen monitoring section for additional information).

Visiting Area(s)

Movement within the facility remains limited.

Dedicated visiting areas inside and outside will be easily accessible for visitors.

All visiting areas will provide sufficient space for social distancing and confidentiality.

To ensure the health and safety of all residents, adequate staff will be available during visits to assist with the transition of residents, monitoring of visitation, and cleaning and disinfecting visitation areas with EPA-approved after each visit.

Documentation is maintained of the disinfecting of visiting areas prior to visits beginning, in between each visit, and at the conclusion of visits.

Signage regarding facemask use, hand hygiene and social distancing is in place in all visiting areas during visits.

Outdoor Visits

Visits will be held outdoors when practical.

Outdoor visits will take place in the yard in front of C-wing or on the southeast side of the parking lot in front of C-wing.

Visitors are limited in number (one or two) per resident, per visit.

Indoor Visits

Indoor visits will be held in the east lounge.

Effective March 2, 2021, per NYSDOH guidance, the county positivity rate must be less than 10%, based on the CMS COVID-19 positivity rate, to accommodate indoor visits.

Effective March 25, 2021, NYSDOH rescinded the county positivity rate factor to accommodate indoor visits.

Visitors are limited in number (one or two) per resident, per visit if visiting in the lounge.

To improve air ventilation during an indoor visit, windows will be slightly opened.

Visitor Responsibilities & Restrictions

All visitor responsibilities and restrictions are included on the fact sheet.

Visitors must adhere to the core principles of infection prevention and control and Clinton Crest Manor's established policy. Per the NYSDOH, Clinton Crest Manor staff is required to provide regulatory supervision and monitoring for all visitors to ensure compliance.

Visitors who are unable to adhere to the core principles of COVID-19 infection prevention will not be permitted to visit and will be asked to leave. This will be documented in accordance with Title 18 of New York Codes, Rules and Regulations 485.14.

Alcohol-based hand sanitizer is provided, and must be used by all visitors prior to and after the visit.

Visitors should bring and wear a face mask or face covering at all times. A face mask will be provided by Clinton Crest Manor if the visitor arrives without one.

Each visitor will be asked to complete and sign the top section of the COVID-19 Screening Questionnaire, and read and sign the Visiting Guidelines prior to the initial visit.

Visitors are advised to monitor for signs and symptoms of COVID-19 for at least 14 days after visiting the facility, and to adhere to current guidance in regards to self-isolating and notifications.

Visitors are asked to adhere to the scheduled time of the visit. If arriving early, visitors should remain in their automobile until the scheduled visit or an employee directs you to the screening area. If arriving more than 10 minutes late, the visit will be shortened accordingly.

Visitors must remain in the dedicated visiting area at all times. Facility restrooms are not available at this time.

Visitors must avoid contact with other residents during the visit.

Visitors must avoid physical contact with the resident scheduled to visit and others while visiting (hand shaking, hugging, etc.).

Visitors should refrain from eating and/or drinking or using tobacco products when on the premises.

Any items brought to the resident should be given to facility staff at the time of screening.

Resident Responsibilities

Residents must wear a face mask or face covering and practice the universal COVID-19 precautions during the entire visit.

Hand sanitizer is provided, and must be used prior to and after the visit.

Visitors Restricted

Visits will be immediately discontinued in the event that Clinton Crest Manor is unable to meet all compliance requirements. If this is necessary, all residents, families, employees, and the NYSDOH Western Region will be notified. The facility website and signage will also be updated.

The NYSDOH can suspend visits at Clinton Crest Manor at any time due to community spread infection or based on the Department's identification of failure to comply with any guidance or advisory. If this is necessary, all residents, families, and employees will be notified. The facility website and signage will also be updated.

Current COVID-19 positive residents (new onset or persistently positive), residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or isolation remain ineligible for in-person visits.

In case of restricted visiting hours, family and friends may call to inquire about residents. All messages will be delivered to residents in a timely manner.

Anyone demonstrating bizarre behavior or threatening the physical or mental well-being of residents or employees will be asked to leave by the administrator or designee. The Penn Yan Police may be called at 536-4226 or the Yates County Sheriff at 536-4438. The administrator must be notified as soon as possible if not on the premises.

If administration denies access for reasonable cause, a written statement of the incident, including reasons for denial, the date and time and the identification of individuals involved, will become part of the legal record of the facility. This statement will be available upon request to the resident involved and persons denied access.

Visits will be determined by the residents themselves and by their tolerance for the same.

Ombudsman

Effective July 15, 2020, the adult care facility Ombudsman is permitted to visit the facility and residents. The Ombudsman is subject to:

- requirements for weekly employee testing for COVID-19;
- utilizing appropriate PPE for the duration of the visit;
- screening as if an employee of the facility prior to the visit;
- presenting a verified negative test result to the facility within the past seven (7) days;

Effective September 9, 2020, representatives of the LTCOP are permitted as visitors, and no longer subject to the above, in accordance to NYSDOH guidance without obtaining a COVID-19 test result if Clinton Crest Manor has submitted a NYS Forward Safety Plan.

If Clinton Crest Manor has not submitted a NYS Forward Safety Plan, the LTCOP representative will be required to obtain a COVID-19 negative test.