



# Visitor Guidelines and Procedures

Redstone Presbyterian Seniorcare

July 10, 2020

**I**n early March, our residents and families were plunged into a frightening and unknown world; facing the challenges of Covid-19. The state-mandated visitor ban has been painful for all who have been impacted. At the same time, we believe that these visitor restrictions have helped us to maintain a safe environment for our residents at Redstone. We are grateful for the patience and support of all those who affirmed and upheld these policies.

As our counties in Pennsylvania moved to the green phase of recovery, the state has provided us with guidelines and timelines for when visiting can resume on our campuses. Redstone and other care organizations are required to exhibit a readiness to conduct these family visits, and benchmarks have been established as to when visits may occur. We believe that we will be ready to begin hosting visitors on Monday, July 20th. These visitor policies may change at any time as the state changes guidelines to reflect the number of Covid-19 cases. These policies may also change if we have additional positive Covid test results within our Redstone communities. Families are encouraged to visit the Coronavirus page on the Redstone website frequently to review the most up-to-date visitor information.

## **Villa Communities**

Our villa homes are not considered to be congregate care senior living communities, because these residents live in free standing homes. Therefore, there are no restrictions on visits within these communities. We encourage these residents to follow state guidelines related to infection control, and develop their own personal practices for helping to prevent exposure to Covid-19. When Villa residents have visited one of the states on the current high-risk list as established by the state of Pennsylvania, have hosted overnight guests in their villa who have come from one of these states, or have had an overnight hospital stay; they may not utilize public community spaces (like the clubhouse) until completing a 14 day quarantine period.

## **Independent Living (Veranda) Residents**

The following policies are in effect for our Veranda residents only: Visiting hours for Veranda residents will be limited to 10 am to 7 pm daily. Two visitors per day are permitted for these residents, in each apartment. If there are more than two family members wishing to visit at the same time, please remember that window and virtual visits are still permitted, and that Veranda residents may leave the campus to visit with family members at another location. Our goal is to limit the number of visitors on our campus at a given time. All visits for Veranda residents must take place in the resident's private apartment. We encourage the wearing of face masks by residents and family members when at all possible, even inside the resident apartment. Face masks must be worn when entering the Redstone building and moving through the hallways. Please make sure that you are practicing social distancing when you are in the hallways and lobbies. Visitors may not join residents in public spaces such as dining rooms or lounges. If a visitor has a resident in more than one level of care, for example, a resident in IL and a resident in Personal Care, the visitor may only visit in ONE level of care per day.

All Veranda visitors must enter through the central front door on each campus and undergo screening before beginning their visit. Screening will include questions about symptoms, exposure to COVID-19, and a temperature check. When the screening reveals risk factors or a temperature of over 100 degrees, the visitor will not be permitted to enter the building. The recent surge in cases in Pennsylvania has frequently been contact-traced to those who have traveled. Therefore, at this time, we must require a 14 day quarantine for all residents, employees, or visiting families who have been in the following states: Alabama, Arizona, Arkansas, California, Delaware, Florida, Georgia, Idaho, Iowa, Kansas, Louisiana, Mississippi, Nevada, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, and Utah. Families who wish to visit from these states must receive prior-approval from Campus Director and will be restricted to only the resident apartment for the duration of the visit. Residents with visitors from these states may be subject to self-quarantine after the visit ends. Residents who visit any of these states will also be asked to self-quarantine for 14 days upon their return. Veranda residents who have had an overnight hospital stay will also be asked to quarantine for 14 days upon their return to Redstone.

Family members of residents meeting the pre-defined visitor policies of the Covid-19 pandemic may bring one family pet with them for the visit. The animal must be accompanied by an adult and on a leash at all times. Proof of current vaccination or certification of wellness by a veterinarian must be presented to the receptionist at the time of visitor screening. In order to uphold social distancing guidelines, only the family visiting and the resident being visited may interact with the pet. Visits with the pet must occur in the private resident apartment. A visiting adult will remain with the animal at all times and is responsible for the hygiene of the animal. Any animal soiling will be immediately cleaned. Housekeeping will be contacted to assure a proper disinfectant is used.

Truthfulness is one of Redstone’s core values. We ask that all families and residents practice this truthfulness by following these visitor guidelines. Make sure that only two visitors are being hosted per day, and that ALL visitors enter the building through the front door. By upholding these guidelines, every resident will help to ensure that our Independent Living residents can receive visitors. Failing to uphold these guidelines may result in the loss of visitor privileges.

### **Personal Care (Courtyard, Terrace, and Garden Level) and Skilled Nursing (Harbor) Resident Visits**

The following program is designed to meet state guidelines for in-person visits for our more fragile residents living within the above levels of care. Visitors are not permitted to enter into these care areas and resident rooms, but may schedule visits with residents in established “neutral zone visitation areas.” When at all possible, the state has advised that these visits should take place outdoors. Outdoor spaces reduce the risk of transmission of Covid-19. Sheltered visitor areas have been established on each of our campuses to fulfill this requirement. If the weather is too hot, too cold, or threatening, visits will be relocated to neutral zone spaces inside the buildings.

For now, each resident in these levels of care may enjoy one in-person family visit per week. (Our week will run from Sunday to Sunday for scheduling purposes.) In extenuating circumstances, the Campus Director may approve an exception to the one visit per week policy. Extenuating circumstances might include residents nearing end-of-life, challenging family dynamics, etc. Another exception to this policy will be the Skilled Nursing residents who are in our “yellow zone” on the first floor unit. These new residents are under quarantine; until we are assured that they have not been exposed to Covid-19 prior to their arrival. Families of these residents may not schedule in-person visits but may still schedule virtual visits and are welcome to make window visits where appropriate.

As we increase our pool of volunteer Visit Hosts and become more comfortable with visit practices, we hope to be able to increase the number of visits available each week. Families will schedule their visits using Redstone’s online visitation registration system. This site can be accessed at <https://redstonefamilyvisitscheduler.as.me/>. One family member should register for the visit, but two family members may attend the visit. One hour visit increments will be available between 1 pm and 3 pm, and 5:30 pm and 8 pm, every day. Make sure that you select the correct visitor calendar for your campus and level of care when scheduling a visit.

In order to make sure that every resident has an opportunity to receive visitors at least once a week, families should only schedule one visit per week. If additional visits are scheduled for the same resident during the one-week period, without prior approval by the Campus Director, the additional visits will be removed from the schedule. Your cooperation with this policy will be extremely important as we seek to support all of our residents with visits. If you are unable to schedule your visit via the website, you may call your campus and speak with the receptionist who will assist you in scheduling an appointment time for your in-person visits. The visit scheduling website may also be used to schedule an additional Virtual Visit each week via Facetime, Zoom, or Skype.



If you are unable to schedule a virtual visit via the website, you should still continue to contact the Lifestyle Team for assistance. Using the website for scheduling purposes will help you to secure your visit spots most efficiently, and will allow our staff to keep their focus on resident care.

Visitors should plan to arrive a few minutes early for their scheduled visit. At the central reception desk, you will be directed to the neutral visitor space where your visit will take place. A volunteer Visit Host will meet visitors and screen for wellness, recent travel, and temperature. For the safety of our residents, those who do not pass the screening will not be permitted to proceed with their visit. The out-of-state travel restrictions outlined in the Independent Living screening process above will also be upheld for visitors in these levels of care.



After passing the screening, visitors will be seated in a designated visitor spot. A Visit Host will then bring the resident to join visitors in the resident visit space. In accordance with state guidelines, residents and visitors must remain six feet apart, as pictured to the left. Social distancing must be upheld throughout the visit. Visitors must wear face masks, and when possible, residents will do so as well. When this is not possible, remember that you wear your mask to protect the resident. As harsh as this may sound, physical contact

with the resident is not allowed. The day for hugs, kisses, holding hands, and sitting side-by-side will return to us one day; but it is not yet that time. Our Visit Hosts and Redstone team members will help to ensure that safe practices are being upheld.

As your visiting time draws to an end, the Visit Host will escort the resident back to their living space and you will depart the visitor zone. The visitor space will then be sanitized before the next scheduled visit. If you wish to bring packages, treats, or gifts for the resident, you are welcome to do so. Please hand these items to the Visit Host and they will make sure that they are transported to the resident's room.

At this time, pets may not accompany family members for visits with residents from these levels of care. As the visitor program becomes more functional for all of us, we will revisit this policy.

The state's guidance for the use of volunteer visit hosts to carry out a robust program of family visitation is dependent upon our ability to recruit and retain volunteers. Families who live locally are encouraged to consider becoming visit hosts in order to sustain this visitor program. To find out more about being a Visit Host, please contact our Volunteer Coordinator Kimberly Darragh at 724-832-8402 X 378.

Covid-19 remains a real and present threat, especially for seniors. We are committed to following best practices and state guidelines, for the safety and protection of our residents and their families, along with our employee community. For questions about the visitor program, please contact the Campus Director on your Redstone campus, or call the Resident and Family Hotline at 724-972-4579 or email [hotline@redstone.org](mailto:hotline@redstone.org).