



To: Arbor Acres Residents, Families and Staff  
From: Andrew Applegate, President and CEO  
RE: Visitation  
Date: March 11, 2021

On March 10<sup>th</sup> the CDC announced long awaited updated guidance for nursing home visitation. We are pleased to tell you that beginning March 16<sup>th</sup> we will begin **scheduled** indoor visits. We would still like to remind you, while taking a person-centered approach and adhering to the core principles of COVID-19 infection prevention, outdoor visitation is preferred *even when residents and visitors are fully vaccinated against COVID-19*. Outdoor visits *generally* pose a lower risk of transmission due to increased space and airflow. Therefore, visits should be held outdoors whenever practicable.

The residents in Strickland Place will finish their quarantine period on March 16th. Please know, per this new guidance from the CDC, any time we get a new case of COVID-19, whether resident or staff, we will follow the protocols recommended:

*When a new case of COVID-19 among residents or staff is identified, a facility should immediately begin outbreak testing and suspend all visitation, until at least one round of facility-wide testing is completed. Visitation can resume based on the following criteria:*

*•If the first round of outbreak testing reveals **no additional COVID-19 cases in other areas (e.g., units) of the facility**, then visitation can resume for residents in areas/units with no COVID-19 cases. However, the facility should suspend visitation on the affected unit until the facility meets the criteria to discontinue outbreak testing. For example, if the first round of outbreak testing reveals two more COVID-19 cases in the same unit as the original case, but not in other units, visitation can resume for residents in areas/units with no COVID-19 cases.*

*•If the first round of outbreak testing **reveals one or more additional COVID-19 cases in other areas/units of the facility** (e.g., new cases in two or more units), then facilities should suspend visitation for all residents (vaccinated and unvaccinated), until the facility meets the criteria to discontinue outbreak testing.*

We highly encourage visitors to become vaccinated when they have the opportunity.

Attached is the full policy and procedures for indoor visitation. We've come a long way! Please help us by continuing to adhere to all safety precautions.

You will see how to schedule your visits and rules during visitation on the attached policies and procedures.



**ARBOR ACRES UNITED METHODIST RETIREMENT COMMUNITY, INC.**

**INDOOR VISITATION POLICY**

**PURPOSE**

Arbor Acres recognizes the impact of separation from family and other loved ones while at the same time recognizing the need to balance the safety of residents and staff. While outdoor visitation is still preferred, as it poses a lower risk of transmission due to increased space and airflow, CMS will now allow indoor visitation sessions with residents and their loved ones using the procedures and guidelines below. Arbor Acres will take reasonable steps to comply with available guidance designed to mitigate the possible transmission of COVID-19.

**POLICY**

**In order for indoor visitation to take place in licensed areas, the following conditions must be met:**

- Facility has had no new onset of COVID-19 cases in the last 14 days and the facility is not currently conducting outbreak testing.  
NOTE: Facility must test any staff or resident with signs and symptoms of COVID-19 and continue to re-test all residents and staff who have tested negative following the CDC recommended testing schedule.
- Facility has a written testing plan and action plan in place.
- Facility must be able to maintain staffing levels without resorting to crisis capacity strategies.
- Facility has access to adequate personal protective equipment (PPE) without resorting to crisis capacity strategies.
- Physical separation apparatus, which may be purchased or manufactured, will be free-standing and not attached to any part of a building licensed by the NCDHHS and must not impede egress from the buildings in the case of an emergency.

**PROCEDURE**

**Indoor Visitation:**

- Facility will allow visits with two family members or loved ones for a maximum of two hours. Visitors must wear a mask during visits. Visits must be scheduled in advance using Calendly as only a limited number of outside visitors are permitted in the facility at any given time.

- Visitors will be screened for COVID-19 symptoms/risks at the Welcome Center prior to entering campus.
- Visitors, residents and staff must be spaced at a minimum of 6 feet for social distancing. Social distancing must be maintained during visits.
- Visitors must go directly to residents' rooms or other designated spaces and are not permitted to roam throughout building or interact with other residents.
- Visitors cannot take residents out of their rooms to go to common areas and dining rooms. Residents may be taken outdoors.
- Visitors cannot use public restrooms (use of resident's bathroom is permissible), common areas, and dining rooms or drink stations.
- Visitors, residents and staff must use alcohol-based hand rub before and after visitation.
- No meetings of any kind will be permitted with any staff member during your visit.

## **RESTRICTIONS**

Facilities may NOT offer or allow indoor visitation if:

- The resident has symptoms of COVID-19.
- The resident is positive for COVID-19.
- The resident is on isolation or is quarantined. Those residents may have visits outdoors only.
- The visitors do not follow guidelines and protocols during previous visit(s).

*When a new case of COVID-19 among residents or staff is identified, a facility should immediately begin outbreak testing and **suspend all visitation, until at least one round of facility-wide testing is completed.** Visitation can resume based on the following criteria:*

- *•If the first round of outbreak testing reveals **no additional COVID-19 cases in other areas (e.g., units) of the facility**, then visitation can resume for residents in areas/units with no COVID-19 cases. However, the facility should suspend visitation on the affected unit until the facility meets the criteria to discontinue outbreak testing. For example, if the first round of outbreak testing reveals two more COVID-19 cases in the same unit as the original case, but not in other units, visitation can resume for residents in areas/units with no COVID-19 cases.*
- *•If the first round of outbreak testing **reveals one or more additional COVID-19 cases in other areas/units of the facility** (e.g., new cases in two or more units), then facilities should suspend visitation for all residents (vaccinated and unvaccinated), until the facility meets the criteria to discontinue outbreak testing.*

## **Other Visitation Requirements:**

- Prior to any visit visitors must cooperate with the facility's screening process and attest to not having signs or symptoms or a current diagnosis of COVID-19. If visitors have had

COVID-19, they must provide documentation (e.g., doctor's note) stating they no longer meet CDC criteria for transmission-based precautions. Any individuals with symptoms of COVID-19 infection (fever equal to or greater than 100.0 F, cough, shortness of breath, sore throat, muscle aches, chills or new onset of loss of taste or smell) will not be permitted to visit with a resident.

- Visitors must inform the facility if they received a diagnosis of COVID-19 or if they develop signs and symptoms such as fever, cough, shortness of breath, sore throat, muscle aches, chills, or new loss of smell or taste within two days of visiting a resident. They must immediately notify the facility's Health Care Administrator, Hannah Yoon, or Director of Nursing, Amanda Cleary, of the date they visited and the resident with whom they were in contact. Arbor Acres will immediately screen the resident who had contact with the visitor and follow up with the facility's medical director or resident's care provider and NCDHHS.

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Resident Name

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Responsible Party Name

Signature: \_\_\_\_\_ Date \_\_\_\_\_