

LONG-TERM CARE FACILITY VISITATION PLAN

EFFECTIVE AUGUST 10, 2020

VISITATION-PHASE 1

VISITATION- NO SICK STAFF OR VISITORS ALLOWED IN THE FACILITY

- Compassionate care visits for residents at end-of-life and those with declining health still remains in effect.
- Closed window, virtual, and telephonic visitation should continue and are encouraged.
- All screening measures must be maintained, and the state's operative emergency public health order remains in effect in all settings.
- Follow New Mexico State Gating Criteria:
 - Facilities must be located within counties with a COVID-positivity rate below **5%**;
 - Facilities must not have a new positive case or have an outbreak, (a facility has to complete a two-week testing cycle with no new positives identified for a facility to be considered COVID-negative;
 - Eligibility criteria for the Counties as well as the guidelines will be posted at <https://cv.nmhealth.org>. During this initial phase, at the end of every month, based on positivity rate, the next month's visitation-eligible Counties will be posted. For more information regarding the new visitation options visit and to access the weekly updated positivity rates visit --- <https://cv.nmhealth.org> or contact the New Mexico Department of Health's Division of Health Improvements at 505-476-9074.
- Visitation guidelines could change based on the positivity rate of the county.
- Note that no objects can be exchanged between visitors and residents.

GOAL:

- One visit per month, by appointment, open-window visits or visits using a plexiglass barrier, between a single family member and a COVID-negative resident.
 - **Open window visits:**
 - During the visit, all participants will need to wear masks, 6 ft with both parties wearing masks -- unless the resident has a medical condition that prohibits them from wearing a mask, in which case they will need to be 12ft away. Staff at the facilities will need to be present if the resident is unable to maintain a safe social distance **on their own**. The inability to safely social distance **on their own** or wear a facemask during a visit should not restrict the resident's ability to have visitation.
 - **Outdoor "Visitation Stations"** (plexiglass cubicles, plastic/plexiglass wall):
 - The outdoor visitation area must be accessible from the outdoors. Visitors are not permitted in the facility.
 - Outdoor visitation spaces must allow appropriate social distancing of at least 6 feet between visitors and residents.

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- Each facility will need to oversee the creation of the cubicles, scheduling the visits, and implementing the new in-person visits.
- The facility must provide a 3-sided barrier between the resident and the visitor. One side must be a clear solid surface (e.g., plexiglass, plastic). The other two sides can be a wall, railing, or something similar that creates a barrier.
- Additional facility requirements:
 - Visitation spaces must provide adequate protection from weather elements (e.g., shaded from the sun).
 - Facilities must set up appointment times upon request from resident, family, or POA.
 - Facilities must set up equipment to facilitate private communication (webcam, phone, laptop, headphones, and Bluetooth headphones).
 - During resident and visitor conversations, staff must respect both physical space and accommodate where necessary to ensure effective communication is being made.
 - Long-term care facilities must ensure these spaces are thoroughly cleaned before and after use.

SCREENING VISITORS- NO SICK STAFF OR VISITORS ALLOWED IN THE FACILITY

- 100% screening of all persons entering the facility and all staff at the beginning of each shift:
 - ✓ Temperature checks;
 - ✓ Ensure all outside persons entering the building have cloth face covering or facemask;
 - ✓ Complete a questionnaire about symptoms and potential exposure (sample provided); and
 - ✓ Observe for any signs or symptoms.
- No staff member or visitor who is sick or feeling unwell should be allowed in the facility or participate in visitations.

SCREENING RESIDENTS

- 100% screening for all residents:
 - ✓ Temperature checks;
 - ✓ Screen for sudden loss of appetite; and
 - ✓ Ask questions about and observation for other signs or symptoms of COVID-19 (at least daily).

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SAMPLE QUESTIONNAIRE

How to screen visitors for COVID-19

Ask these questions.

1. Do you have any of these symptoms that are not caused by another condition?

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Recent loss of taste or smell
- Sore throat
- Congestion
- Nausea or vomiting
- Diarrhea

2. Within the past 14 days, have you had contact with anyone that you know had COVID-19 or COVID-like symptoms? Contact is being 6 feet (2 meters) or closer for more than 15 minutes with a person, or having direct contact with fluids from a person with COVID-19 (for example, being coughed or sneezed on).

3. Have you had a positive COVID-19 test for active virus in the past 10 days?

4. Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?

If the visitor answered 'YES' to any of these questions, visitation should not occur;