
Expanded Visitation Announcement

We are so pleased to share that, in light of new guidance released last week by the Centers for Medicare and Medicaid Services, which is based on the fantastic results we are seeing from the COVID-19 vaccines, we are re-opening our doors to responsible indoor visitation. This development comes on nearly the one-year anniversary since we closed our campuses to visitors, and we are beyond happy and thrilled that this day has finally arrived, and our residents and their loved ones can be so much more reunited!

We will be welcoming visitors for all residents (vaccinated and unvaccinated) at all levels of care daily for the following times: 9:00 a.m. – 4:00 p.m.

- **Skilled Nursing Floor visits will continue on the 1st floor and must be scheduled through the 2nd floor Unit Clerk.**

Visitors will be allowed regardless of their vaccination status, but visits will be subject to a narrow set of exceptions as discussed below. This re-opening is effective Friday March 19th, 2021 and is being communicated directly to residents' families as well. Any visits that are currently pre-scheduled for our visiting lounges may be kept, but these visits can occur within the resident room/apartment.

The guidance does continue to promote outdoor visitation as the safest visitation method but allows LTC facilities to re-open to indoor visitation for both vaccinated and unvaccinated residents, so long as at least 70% of facility residents have been vaccinated and there is no current evidence of internal spread of COVID-19. County positivity rates do not affect the ability to allow visitation if at least 70% of residents are fully vaccinated. Our current resident vaccine rates are as follows:

- Fairhaven Skilled Nursing 89%
- Fairhaven Assisted Living 100%
- Fairhaven Hearthstone 89%
- Fairhaven Apartments 98%

(Of note, in aggregate, approximately 60 % of our staff are fully vaccinated at this time)

There are limited circumstances in which we would have to continue to restrict or structure some visits, including:

- **If COVID-19 would get into the building with any positive cases in the facility visitation will be suspended immediately. We currently do not have the resources to staff a COVID-19 unit.**
- When a resident is either suspected or confirmed to have COVID-19 and is in isolation precautions; this includes patients who are newly admitted from the hospital and need to be put in 14 days of isolation precautions, per current state/federal regulation. Those newly admitted patients will be provided with regular virtual visitation options until precautions can be discontinued. On a case-by-case basis, other "compassionate care" and end of life exceptions can be made for patients newly admitted.
- When a resident is symptomatic for COVID-19 and is in isolation precautions until test results return.
- When the facility identifies a new outbreak of COVID-19, until at least one round of testing is complete and demonstrates that the outbreak is contained.
- When the facility identifies a new outbreak of COVID-19 and determines that it is not contained.

Responsible indoor visitation includes:

- Screening of all visitors upon entrance; we must deny entrance to anyone showing or reporting any symptoms of COVID-19, or anyone who has had close contact with someone positive for COVID-19 during the previous 14 days. Honesty with reporting symptoms to us will be crucial for our successful and safe re-opening. Visitors should report all potential symptoms to us, even if they are mild.
- Medical Grade Face Masks (We will provide) are required for all visitors at all times; use of eye protection will not be required but, will be optional and available to all who would like to use it.
- Maintaining physical distance between visitors and all facility staff and other residents; fully vaccinated residents may choose to have physical contact with their visitors, so long as the visitor performs hand hygiene before and after the contact and is wearing face mask appropriately.
- Posting signage throughout the facility reminding visitors of social distancing, hand hygiene, respiratory etiquette, use of well-fitting face coverings, and signs/symptoms of COVID-19.
- Educating visitors on the risks of visiting a facility that has any current cases of COVID-19.

The following guidelines outline how we will be applying this guidance to visitation within our campus and related procedures:

- Because we must screen and educate all visitors upon entrance, our visitation hours will generally be during times that we have staff at our main entrances to complete those procedures. The following visitation times is what we will start with:
 - Fairhaven Skilled Nursing
 - Weekdays: 9:00 a.m. – 4:00 p.m. (45-minute increments)
 - Weekends: Saturdays - 9:00 a.m. – 4:00 p.m. (45-minute increments)
Sundays – 9:00 a.m. – 4:00 p.m.
 - Fairhaven Independent Living, Assisted Living, and Hearthstone
 - Weekdays: 9:00 a.m. – 4:00 p.m.
 - Weekends: 9:00 a.m. – 4:00 p.m.
- If visitors are unable to come during those times, we can make appointments to visit outside of those hours by request.
- We are encouraging visitors to get vaccinated when available.
- All indoor visits for Apartments, Hearthstone and Assisted Living will take place in their rooms. After checking in visitors should go directly to the room of the person they are visiting and not stop in any other area along the way. Any resident not comfortable with having visitors to their room, can utilize the 1st floor visitation area – again scheduled through the 2nd Floor Unit Clerk. The same direct route policy applies to when visitors leave the facility. We need to limit any unnecessary travel throughout our facilities by visitors at this time. Visitors who are unsure of how to get to the person's room/apartment will be escorted there by staff. Visitors will need to sign out when they leave as well, so they will need to come back through the entrance they came in.
- To ensure physical distancing in our resident rooms, regular visitation will be limited to 2 people in a room at any given time. Apartment may have up to 4 visitors at one time to ensure social distancing. Exceptions to this guideline can be made for purposes of end-of-life visitation.
- Residents in our long-term section of the nursing facility will have visits on the 1st floor – scheduled daily through the 2nd floor Unit Clerk.
- As the weather allows, we will encourage visitors to gather in our lovely outdoor spaces, and there will be no restriction on how many people can visit at a time outdoors, so long as physical distancing can be maintained. Use of well-fitting face coverings will be required on all campus grounds, including outdoors, except for by children who are unable to comply with masking.

- We will not currently accommodate rides to grocery stores or church at this time, as we need to adjust to this new general routine first and iron out any wrinkles that may come up.
- We will attempt to accommodate visitation during meals if appropriate.
- Compassionate visits and end-of-life visits will continue as they are normally, during non-normal visiting hours, etc. Our social work team will continue to coordinate these special visits as necessary.
- Our restrooms will continue to be closed to visitors. Using the restroom and flushing the toilet causes potential viral particles to go airborne, making public restrooms a place of high risk. If a visitor has an urgent need to use a bathroom, we can make exceptions, but we highly encourage all visitors to plan to use a restroom prior to their visit here.
- Visitors are welcome and encouraged to use any of our hand sanitizer stations/bottles during their visit but, are also encouraged to bring their own hand sanitizer for use immediately having any physical contact with any of our residents just in case there is not another facility bottle/station readily available.
- Due to the expected influx of visitors in SNF, Assisted Living, and Hearthstone, we will see at this initial phase of re-opening, we would strongly encourage that all visitors limit their time to 45 minutes, so that we can accommodate everyone who wants to come and manage the flow of people in and out. However, please be prepared for some delay in getting screened in and to the person you are here to visit if we are experiencing heavy traffic.
- Children who can comply with using well-fitting face coverings will be allowed to visit, but there must be one adult present per child to ensure proper supervision and prevent any breach of distancing or masking protocol. Children who are unable to comply with use of well-fitting face coverings will not be able to visit at this time indoors. Outdoor visits with children who are unable to properly mask will be allowed. Children will be subject to symptom screening as well, and any symptom, such as a runny nose, will result in that child being unable to visit.
- Pets are welcome to accompany visitors, so long as they are leashed/restrained, potty-trained, and dog and cat friendly.
- Volunteers will also be welcomed back gradually as well. Volunteer assignments will be based on the vaccination status of the volunteer, with only fully vaccinated volunteers having any direct contact with our residents. Our volunteer coordinators will be reaching out to our previous regular volunteers to coordinate returns as desired/needed.
- Essential vendors/delivery personnel will be allowed entrance subject to all of the same guidelines set for resident/patient visitors.
- Anyone entering our facilities must notify us if they develop symptoms of COVID-19 within 14 days of visiting us/our residents. Please Call 262-473-2140

The following guidelines apply to taking residents out of our facilities for home/community visits:

- All residents will be allowed to have home/community visits, regardless of vaccination status.
- Please notify us ahead of time if you plan to take your family member/friend off our campus so that we can communicate with all individuals who will need to be aware of that. Please contact the Nursing /Wellness department in which your family lives to notify us of such plans.
- Due to the need to continue to restrict door access to ensure all persons entering/exiting our facilities are screened in and signed out, we do ask that off-campus visits take place during our stated on-campus visitation hours listed above, as we will need to have staff resources available to direct residents back to their rooms, if needed. If an off-campus visit extends beyond our normal visitation hours, the person bringing the resident back will have to call second floor with the phone at the main entrance to summon staff for assistance with returning the resident. There may be a brief wait associated with staff responding, as those calls will go to our clinical staff who work “on the floor,” so please be patient.
- Church visits should be done cautiously, with social distancing, mask at all times, and good hand hygiene. If Resident is going to church, please call facility to alert staff of time resident will need to be ready for pick-up the day before

- Home/community visits should be limited to private residences, private vehicles (such as going for a drive to see the sights), or outdoor public spaces (such as parks). Visits in indoor public places, such as indoor dining establishments, are strongly discouraged. If visitors want to treat their family member/friend to a food/beverage treat, we highly recommend that can be enjoyed in the car together. Indoor public spaces remain areas of high risk.
- No resident, whether vaccinated or unvaccinated, should be taken into a private residence where anyone is currently ill or where anyone has had exposure to someone positive for COVID-19 in the previous 14 days.
- Off-campus visits between fully vaccinated residents and other fully vaccinated individuals can largely be unrestricted at this time, so long as they do not occur in indoor public spaces. Please otherwise observe all good infection control guidance, such as hand hygiene and cough etiquette.
- Off-campus visits between fully vaccinated residents and other who are not fully vaccinated should be limited to small groups, preferable from one household at a time. These visits require use of well-fitting face coverings and physical distancing to the extent possible, as well as good hand hygiene, cough etiquette, etc.
- If you are going out of the building to an establishment that is open to the public, we ask that you remain as safe as possible with face mask, hand hygiene, and social distancing to ensure safety.

Please understand that all of this is a starting point, and as we are able to continue to make changes that ease some of these practices, we will do so and communicate accordingly. We strongly encourage you to follow and view our Facebook page (Fairhaven Senior Services) and Website(www.fairhaven.org) for changes and updates. As our opening moves on Leisure Services will have the opportunity to add more activities for our residents. Along the same line, we may encounter unexpected challenges with implementing some of these practices, so please bear with us if we need to make regular tweaks to how we are doing things. We greatly appreciate your understanding, support, and patience, as we navigate through these next steps together. Safety of our residents and staff will always be our main priority, however we do understand we will need to ensure that our residents have as much freedom and encourage their social wellbeing while keeping them as safe as possible. While we hope we don't encounter any visitors who are non-compliant, disruptive, or aggressive; if we do; we will restrict access to such individuals and involve the local police as necessary to handle any disorderly conduct. Remember these guidelines truly do serve a purpose, and that is to eradicate this virus as soon as possible. While we are very much benefitting from the effects of the vaccine currently, the general public has several months yet before they do as well. Anything less than total compliance with these guidelines risks us having to scale it all back, and we very much want to avoid that and only keep moving forward.

Our ability to re-open is a testament to science and the fact that the COVID-19 vaccines are safe and effective, as evidenced by the exponential drop in COVID-19 cases and deaths in LTC facilities since the vaccine rollout got underway. We highly encourage everyone to take a COVID-19 vaccine at their earliest opportunity, and to take whichever vaccine is available to you first.

Thank you, thank you thank you for all of the love and prayer that continues to come our way from the wonderful communities we serve! We have had such a traumatic year, but we feel so very blessed to have traveled this journey with the most supportive, kind, and understanding families and friends anyone could hope to have. This has been a total team effort, and we so look forward to the day that everyone who wants a vaccine has one and we can safely reunite in pre-pandemic style!

If you have questions, please contact Karen Boyle, RN, DON or Dawn Blazier, Infection Preventionist

