

Heart To Home, Inc.
Policy on Visitation
COVID-19 Specific

Heart To Home understands that balancing COVID-19 safety and visitation restrictions with the well-being of residents. Social isolation as a result of COVID-19 visitor restrictions is a significant concern and an issue that requires close cooperation between Heart To Home, visitors, and local and state public health to address it safely and successfully.

Heart To Home is guided by the Minnesota Department of Health (MDH) <https://www.health.state.mn.us/diseases/coronavirus/hcp/ltcvisit.pdf> and will follow the outlined procedures for a safe relaxation of visitation to be effective **10/22/2020**. Heart to Home is responsible for implementing this policy and determining which level of visitation will be appropriate for this facility, which is subject to change based on a variety of internal and external risk factors. Heart To Home will consider all homes as one facility.

Visit Types:

Phone Calls or Video Chats

- Call the house directly to set up a call or video chat
- Available 7 days a week
- No time limit

Heart to Home **will not** restrict these visits due to the COVID-19 county positivity rate, the facility's COVID-19 status or a resident's COVID-19 status.

Window Visits

Minnesota Department of Health guidance on Window Visits can be found: <https://www.health.state.mn.us/diseases/coronavirus/hcp/ltcwindows.pdf>

- Call the house directly to set up a Window Visit
- Available 7 days a week
- No time limit
- A phone is available if one is needed for the resident to speak to you from a safe distance
- If the resident's window is closed, there is no separation space needed between the visitors and resident.
- If a resident's window will be open during the visit, the resident should stay 3 feet back from the window, and should wear a cloth mask. The family member visiting the resident should sit 3 feet back from the window outside the building. The family member should also be wearing a cloth mask
- All window visits must comply with social distancing requirements. Visitors must keep at least 6 feet away from people visiting other residents.

Heart to Home **will not** restrict these visits due to the COVID-19 county positivity rate or the facility's COVID-19 status.

Heart To Home, Inc.
Policy on Visitation
COVID-19 Specific

In-Person Visits

Minnesota Department of Health guidance on In-Person Visits can be found:
<https://www.health.state.mn.us/diseases/coronavirus/hcp/ltcvisit.pdf>

While taking a person-centered approach and adhering to the core principles of COVID-19 infection prevention, outdoor visitation is preferred and can also be conducted in a manner that reduces the risk of transmission. Outdoor visits pose a lower risk of transmission due to increased space and airflow. Therefore, all visits should be held outdoors whenever practicable. Aside from weather considerations (e.g., inclement weather, excessively hot or cold temperatures, poor air quality), an individual resident's health status (e.g., medical condition(s), COVID-19 status) or a facility's outbreak status.

Facility and County Requirements as outlined by MDH:

- There has been no new onset of COVID-19 cases in the last 14 days **and** the facility is not currently conducting outbreak testing;
- Visitors should be able to adhere to the core principles and staff should provide monitoring for those who may have difficulty adhering to core principles, such as children;
- Facilities should limit the number of visitors per resident at one time and limit the total number of visitors in the facility at one time (based on the size of the building and physical space). Heart to Home will be scheduling visits for a specified length of time to help ensure all residents are able to receive visitors; and
- Facilities should limit movement in the facility. For example, visitors should not walk around different halls of the facility. Rather, they should go directly to the resident's room, close the door, and remain in the room throughout the entire visit.
- Facilities may still restrict visitation due to the COVID-19 county positivity rate, the facility's COVID-19 status, a resident's COVID-19 status, visitor symptoms, lack of adherence to proper infection control practices, or other relevant factor related to the COVID-19 PHE.
- Facilities should use the COVID-19 county positivity rate, found at <https://www.health.state.mn.us/diseases/coronavirus/stats/index.html#wtrmap1> site as additional information to determine how to facilitate indoor visitation:
 - Low (<5%) = Visitation should occur according to the core principles of COVID19 infection prevention and facility policies (beyond compassionate care visits)
 - Medium (5% – 10%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)

Heart To Home, Inc.
Policy on Visitation
COVID-19 Specific

- High (>10%) = Visitation should only occur using the following: electronic means, window visits or compassionate care situations according to the core principles of COVID-19 infection prevention.

Heart to Home may also monitor other factors to understand the level of COVID-19 risk, such as rates of COVID-19-Like Illness visits to the emergency department or the positivity rate of a county adjacent to the county where the home is located.

Open/Closed Status for indoor visits (Where to find):

- Front door sign
- In signature line of weekly emails and update emails from management
- On the website: www.hearttohomeinc.com

Scheduling/Visit Times

- Visits will be available 7 days a week
- Available times: 8a-12p, 1p-5p, and 6p-8p
- Visits will be limited to: **2 hours in duration**
- Each scheduled visitor is allowed to bring a secondary visitor (no more than 2 total visitors at a time)
- No walk-ins allowed
- Visits will be scheduled using Calendly links and made in advance of the visit
- Information provided to us through Calendly must be accurate for Contact Tracing purposes
- These visits are non-transferable to other visitors
- Changes to visits can be made by visitor using Calendly or by emailing team@hearttohomeinc.com
- We will use Calendly to cancel visits if needed. The scheduled visitor will receive a cancellation email and is responsible for notifying the secondary visitor

Facility Screening/Check in Process

- All visitors must enter the building through the front door, and immediately check in at the screening station located at the front door
- All visitors will be screened by staff for temperature and other signs and symptoms of COVID-19. Visitors must not leave the screen in station until screening is completed by a Heart To Home employee prior to each visit
- Visitors will be asked to leave immediately if failed screening
- All visitors must perform hand hygiene before proceeding to visitation
- At each visit, visitors will provide name and phone number in case contact tracing is necessary
- After screening, visitors must wear the appropriate PPE and go directly to the resident's room. Visits can only be between the resident and their visitor within the resident room with the door closed at all times
- Visitors must make every effort to limit bathroom use in the facility

Heart To Home, Inc.
Policy on Visitation
COVID-19 Specific

Personal Protective Equipment (PPE) and Social Distancing

- Residents should wear face coverings as tolerated
- Visitors must always wear a facemask and eye protection
- All visitors should maintain social distancing of at least 6 feet
- Visitors failing to properly utilize PPE and/or social distance will not be eligible for future visits

Triggers for Suspending Visitors

- Visitors will be prohibited if a resident is COVID-19 positive or symptomatic – exceptions may be made for compassionate care visits
- Visitors will be prohibited if the visitor is COVID-19 positive, symptomatic, or have had a high risk exposure as defined by the Minnesota Department of Health
- Visiting rights may be restricted or revoked for individuals if communicated safety measures are not followed
- Visiting rights may be restricted or revoked for individuals not following core principles of COVID-19 infection control.
- Visiting rights will be revoked for visitors if they are COVID-19 positive or are exhibiting signs or symptoms of COVID-19
- Visiting rights may be restricted or revoked for those not following the scheduling process or not providing accurate information while scheduling. Visits are non transferable.

Please notify Heart to Home immediately if you have tested positive for COVID-19 so the appropriate contact tracing can be conducted when necessary.

Concerns with Visitation Policy can be directed to:

- Josh Cesaro-Moxley at josh@hearttohomeinc.com
- Office of Ombudsman for Long-Term Care at 651-431-2555 or 1-800-657-3591 to request advocacy services.

Revision History

DATE	DESCRIPTION