

TEMPORARY OUTSIDE OF THE BUILDING VISITING GUIDELINES

HILLSIDE TERRACE REOPENING PHASE 4 PLAN *Implementing: WEDNESDAY
September 16, 2020*

[Masks will be required for all residents & families during the entire visit time!]

~ To ensure we can accommodate ALL of our *residents*' weekly visits as well as be able to maintain social distancing for an even flow in the hallways, elevator & the traffic at our entrance doorway for residents, all of our outside and chapel visits will have to have prearranged set blocked times.

~ In order to successfully accommodate and achieve "staff supervised" resident/family visits, we have to have set blocked times, *limited to a maximum of 30 minutes per visit, one time slot a week and limited to only two (2) family members* with a resident.

~ In order to ensure all of our residents receive a visit and still remain in compliance with the new state guidelines, we have had to arrange 2 outside visitation areas due to the number of residents and the limited # of time slots. Setting up 2 'outside of the building' visitation areas with time slots being 15mins apart will help us comply with social distancing of visitors coming and going and we know we will be able to accommodate all residents a weekly visit. So we have set the *two* below visitation areas in 30 min. blocked times as below:

VISITATION AREA 1 -

Outside front patio table or covered walkway:

6 blocked times for Monday-Friday:

- 9-9:30a, 10-10:30a, 11-11:30a (lunch) 1:30-2p, 2:30-3p, 3:30-4p

VISITATION AREA 2 -

Outside Chapel entry (Chapel has not been used since March so currently is not accessible to the 'inside' of our facility therefore we can utilize the space as a 2nd outside Visitation area):

6 blocked times for Monday-Friday:

- 9:15-9:45a, 10:15-10:45a, 11:15-11:45a (lunch) 1:45-2:15p, 2:45-3:15p, 3:45-4:15p

Due to our limited Receptionist hours on the Weekends, we can only accommodate 1 Visitation Area to be open at a time. We will offer you the option to visit in either of the above visitation areas so when you call to schedule your visit, you will be asked which visitation area you prefer:

5 blocked times for Saturday-Sunday:

- 10:30-11a, 11:15-11:45a (lunch) 1:30-2p, 2:30-3p, 3:30-4p

~ Families call Hillside's front desk (734-761-4451) during open hours from 8a-8p M-F and 10a-6p S/S to schedule their one time a week visit time slot or Residents can stop by and set their visit time at the front desk.

★ FAMILIES/RESIDENTS(that are able)MUST READ THE BELOW & MUST SIGN, DATE AND RETURN THE LAST PAGE OF THIS GUIDELINE PRIOR TO YOUR FIRST VISIT BEING SCHEDULED!

***NEW GOVERNMENT EMERGENCY ORDERS (EO)/CLARIFICATIONS:**

~ Governors EO 2020-174: "Temporary restrictions on entry into health care, residential, congregate care facilities, home for the aged/assisted livings & independent livings." gave the Director of MDHHS authority to issue orders and guidance to implement and clarify the EO 2020-174. Therefore EO under MCL 333.2253 was ordered: "Exceptions to the Governors EO 174 specifically states allowance for additional visitations to these facilities (not to only memory care and hospice residents) that was made based on the Governors Nursing Homes COVID-19 Preparedness Task Force and a thorough review of epidemiological data(review in detail the attached EO).

~ I have provided the below bullet points that any resident/family visit must consist of these guidelines in order for a facility to do any visitations:

- an assigned staff and be "staff supervised" for infection control precautions. We have chosen the most practical way for these visits to be staff supervised is to appoint the *Receptionist* desk to be the key staff supervising during all visit times so that privacy during your visit can still be respected for you and your loved ones.
- As of July 20th, the EO was strictly for *Memory Care and Hospice visits*. In order for all of this to be achievable, we have had to choose 'visitation areas' for all visit times: 'outside in the front entrance' ~ walkway area (covered & shaded) or patio table. We are offering these outside visitation sitting areas as options to ensure all visits can still occur outside regardless of inclement weather days and for the flow of fresh air.
- As of Sept. 15th, the clarified EO is now adding visits for all residents of Hillside! *OUR DILIGENT ADVOCACY WORK & OUR UPHILL BATTLE TO GET THE GOVERNMENT TO HEAR OUR SENIORS & FAMILIES VOICES WERE HEARD

LOUD & CLEAR AND HAS GREATLY PAID OFF! BEING ABLE TO VISIT WITH YOUR LOVED ONES IS FINALLY HERE! THANK YOU ALL FOR ALLOWING MY VOICE TO BE ALL OF YOUR VOICES IN LANSING!

On Wednesday Sept. 16th, we will be adding an *additional outside of the building covered/sheltered visitation area* thru our *outside Chapel entry*. Again affording residents/families with another area to enjoy visiting with one another in comfort and out of the changing MI. weather.

- There will *not be* any visitor's allowed into the facility with the exception of *hospice* residents as per the requirements of EO 2020-174.

Choices in our lives are continuously being limited in this pandemic so we hope that you all will enjoy your visit while choosing any of these 4 outside the building visitation areas.

~ Families will have to ensure their arrival and ending times of each visit is prompt and social distancing is maintained while waiting for your prearranged visit time if another visit time is still occurring upon your arrival.

~ Please be attentive to the fact that we all have to adhere to new processes and time schedules in this pandemic. And in order for these visitations to continue, we must have full compliance with our facility guidelines and not add unnecessary stressors to this already stressful pandemic.

~ Families and Residents *both must at all times* wear a face mask covering the nose and mouth. (Adhere to our social distancing floor signs please)

~ Families and Residents *both must at all times maintain a SIX FOOT* safe social distancing seating away from one another. (Adhere to our social distancing floor signs please) CDC & the DHHS Director of Health highly advise no physical touching at all during visits. Hence why they state in the EO that all visits are to be "staff supervised" however we *fully understand how difficult* this will be for most memory care and hospice resident visits! Please just do your compassionate best as we truly want your visits with your loved ones to be loving and memorable!

~ All visitation areas are 'preset' to ensure our facility is in full compliance with these EO requirements. Tables and chairs are marked so please do not move anything in the preset areas! This is crucial for us to remain in full compliance or visitations could be scaled back again.

~ ***BEFORE ALLOWING ENTRY TO ANY OF THE VISITATION AREAS:*** The Receptionist will do a 'no touch' temperature check & record the temperature of each family member & ask if anyone has any of the Covid symptoms per the CDC/MDHHS guidelines. If any + symptoms, the visit can not occur! Receptionist will remind visitors to apply hand sanitizer and to keep masks on.

~ In order to mitigate the virus, after each visit every table & chair that was used during the visit will be disinfected by the Receptionist adhering to the CDC recommendations for disinfectant wipes.

~ In order to mitigate the virus, NO other items should be brought with you for your visit except for wearing your face mask and hand sanitizers. NO food/drinks are allowed during the visit in order to achieve keeping your masks on and in adherence with the Governors EO.

~ Before 5-10 minutes of each residents set visit time; Residents will be assisted to the lobby (waiting area) by being escorted by a RCA *after* RCA has washed resident's hands with soap & water x 20 secs. and takes Res. temperature before leaving their Apt. (In accordance with the CDC guidelines). RCA will also have resident apply hand sanitizer once in the lobby and inform the Receptionist of the resident's temperature for recording purposes (NO Resident can leave their Apt. if showing signs of any of the Covid symptoms & the visit will have to be cancelled).

~ Receptionist and the L.E.T department will co-share in ensuring all residents are in the lobby and ready for their visit times by:

1. give a written daily visit schedule to the RCAS & Nurse when Receptionist comes on duty in the am.
2. via walkie-talkie to the RCAS & Nurse, give a 30min. reminder of each visit time.
3. RCAS/L.E.T. ensure all res. that need an escort to the lobby for their visit were taken to see the Nurse 1st for any meds that may be needed & for a 'visual wellness check' before having res. escorted to the lobby.

~ At the end of each residents visit, residents hands are to be re-sanitized in the lobby with hand sanitizer by the Receptionist to ensure all hands are sanitized before going back down our hallways touching hand rails, etc..!

~ Families are highly encouraged to use hand sanitizer at the end of the visit to help in public mitigation of the virus.

~ All visitors must provide their contact information (if Hillside doesn't already have on file) and *attest in writing that they will notify the facility if they develop symptoms consistent with COVID-19 within 14 days from visiting Hillside.*

~ Any res/family that can not do their weekly visit, our L.E.T. department [Erin&Eryn] can always setup a Zoom, Face Time or a good ole fashioned phone call. Contact them via their email: activities@hillside terrace.net or call them at Hillside.

★ NOTE These guidelines can be revised as needed to ensure Hillside is in full compliance with the Governors EO, MDHHS and CDC guidelines for Covid-19 virus! This pandemic is very fluid and rapid changes in all of our processes are to be expected.

Resident and Residents Authorized Representative (AR) has read all of the above and fully commits to adhering to all of Hillside's COVID-19 policies & procedures in accordance with the Governor's EO, the MI. Department of Health and Human Services (MDHHS), the CDC and the county health department.

It is expected of the resident and or their A.R./family member to inform any other family members or friends that will be visiting, they too must read and acknowledge these guidelines and return a signature page to Hillside *before they can schedule a visit*.

My Signature below acknowledges these guidelines as written and have returned this signature page to Hillside via the front entrance door drop-off table, e-sign or mailed:

Resident name: _____

Resident: _____ **Date:** _____

Resident AR: _____ **Date:** _____

Additional family member visiting:

Additional friend visiting:

Enc: MDDHS EO MCL 333.2253

Policy/Procedures Approved:

Date: 7/16/20 By: Nanya Litz, RN/LNHA/COO

Date: 9/15/20 By: Nanya Litz, RN/LNHA/COO