

We are excited to announce that some types of visitation are now permitted based on county positivity rates and percentage of residents vaccinated. Please contact our Social Service Director to inquire about what types of visitation appointments can be made with your loved one at this time.

COVID-19 Updates and Notifications

Dear Residents, Resident Representatives, Resident Loved Ones and Staff,

COVID -19 is a respiratory illness that is spread through coughing, sneezing, and contact with mucus or saliva from the nose, mouth or throat of an infected individual. Older patients and those with chronic medical conditions are at higher risk for severe illness from COVID-19.

On March 13, 2020, the President of the United States put a temporary ban on all visitors and nonessential personnel allowed in skilled nursing facilities due to COVID-19 and vulnerable population we serve. That same day, our facility followed all Executive Orders and continued to only allow essential personnel into the facility after passing our COVID-19 screening process. Essential personnel included facility staff, physicians, nurse practitioners, physician assistants, therapy staff, EMT, x-ray technicians, pharmacy staff and transport drivers for essential medical appointments.

Our facility continues to be proactive by vigorously following all cleaning and disinfection procedures and be using EPA approved cleaning products. This means daily sanitizing of highly touched surfaces which include but are not limited to flat surfaces, door knobs, objects that are touched often, such as bathrooms, water fountains, tables, handrails, faucet handles, phones, etc. Our facility participated in our COVID-19 Focused Survey for Nursing Homes with the Arizona Department of Health Services to determine whether our facility is implementing proper infection prevention and control practices to prevent the development and transmission of COVID-19 and other communicable diseases and infections. We completed this survey with no issues or concerns.

As of May 13, 2021, our facility has a total of **0** active case of COVID-19 which includes 0 residents and 0 staff member.

We will continue to monitor closely and follow all Arizona Department of Health Services, Mohave County Health Department and CDC guidelines. In the event we would have a positive or suspected COVID-19 case within our facility, we would notify you within 24 hours or by 5:00 pm by next day, whichever is sooner. This update will be via our COVID-19 Update link on the homepage of our facility web page.

On April 27, 2021, the Arizona Department of Health Services updated their visitation guidelines for long term care facilities. The following are requirements and measures for all visitation:

COVID-19 Visitation

Policy

In order to provide a healthy and safe environment for our residents, staff and visitors during the COVID-19 pandemic, this facility will be implementing the following visitation policy in accordance with the guidelines from Arizona Department of Health and the Centers for Disease Control and Prevention.

The facility will notify residents and/or their representative of this policy via the facility website.

Rationale

- To establish procedures for screening and training visitors.
- To establish procedures for compassionate care visitation.
- To establish procedures for visitation
- To establish enhance environmental cleaning and sanitation routines where visitation will occur.

Requirements/Mitigation Measures for all Visitation

Signs will be posted at the entrances to the facility advising visitors to check-in with the front desk to be screened for symptoms consistent with COVID-19 prior to entry. Visitors will be screened for:

- a. Fever ($T \geq 100.0^{\circ}\text{F}$) or chills
 - b. Cough
 - c. Shortness of breath or difficulty breathing
 - d. Fatigue
 - e. Muscle or body aches
 - f. Headache
 - g. New loss of taste or smell
 - h. Sore throat
 - i. Congestion or runny nose
 - j. Nausea or vomiting
 - k. Diarrhea
2. A COVID test is not required for visitation.
 3. Indoor visitation is allowed except with the following entry restrictions:
 - a. During high community transmission (as determined by percent positivity of tests within the County).
 - b. During a facility outbreak.
 - c. Visitor has a fever, COVID like symptoms or known COVID exposure within the last 14 days.
 4. Inform all the visitors that the facility requires mask-wearing by residents (when safe), and visitors in accordance with CDC guidance. Bandanas and neck gaiters do not qualify as face masks.

5. Educate visitors on proper hand hygiene and that they must sanitize hands before visiting and should do so throughout their visit.
6. Ask visitors to inform the facility if they develop fever or symptoms consistent with COVID-19 within 14 days of visiting the facility.
7. The facility will maintain a visitor log for contact tracing purposes.
8. The facility will deny access to the premises of any visitor who refuses to comply with any mitigation measures.
9. Inform all visitors that outdoor visitation is the preferred visitation method, even if both visitor and resident have received a COVID vaccine, and can occur when outdoor temperatures are considered safe according to the resident's individual medical condition, COVID-19 Status, quarantine status and plan of care.
10. The facility will enable visits to be conducted with an adequate degree of privacy by requiring staff maintain a reasonable distance during visitation.
11. If facility opens a COVID-19 unit, facility to use effective co-horting of residents.
12. The risks associated with visitation will be explained to patients/residents and their visitors so they can make an informed decision about participation.

Benchmarks for Visitation

The facility will follow ADHS Requirements for Visitation at Congregate Settings for Vulnerable Adults.

Facility will follow ADHS definitions of community spread as depicted below.

Benchmarks	Minimal	Moderate	Substantial
Percent Positivity	<5%	5-10%	≥10%

Minimal Community Spread: Evidence of isolated cases or limited community transmission, case investigations underway; no evidence of exposure in large communal setting.

Moderate Community Spread: Sustained transmission with high likelihood or confirmed exposure within communal settings and potential for rapid increase in cases.

Substantial Community Spread: Large scale, controlled community transmission, including communal settings (e.g., schools, workplaces).

The facility will use the CMS dashboard to determine the level of community spread of COVID-19.

Facility will follow ADHS Requirements for Visitation:

Community Spread Level	Indoor Visitation at all times for all residents if greater than 70% of residents are fully vaccinated.	Indoor Visitation for unvaccinated residents and with less than 70% residents vaccinated	Outdoor Visitation (no testing required)	Visits for Compassionate Care, Medical, Dental, and Behavioral Healthcare, Clergy, (no test required)	Offsite or community visitation	Symptom Screening and Cloth Face Covering for all Visitors	Physical Distancing (6 feet) *If the resident is fully vaccinated, the resident can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after. Regardless, visitors should physically distance from other residents and staff in the facility.	Communal Spaces Open	Off site medical appointments as ordered by a medical professional
Minimal	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Moderate	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Substantial	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes

The facility will follow the established public health benchmarks before offering expanded in-person visitation:

- Percent Positivity: two weeks with less than 10% positivity
- Outbreak Status: The facility must not have any outbreak in the previous two weeks (14-day) period. An outbreak is defined as two or more laboratory-confirmed COVID-19 cases among residents or staff with onsets within 14 days, who are epidemiologically linked, do not share a living space After outbreak testing, visitation can resume in unaffected areas of the facility if evidence exists that the outbreak is contained to a single area of the facility (i.e. unit, floor, etc.) and no other cases are detected through the testing in other units or areas in the facility.
- Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated, have met criteria to discontinue Transmission Based Precautions.
- Residents in quarantine, whether vaccinated or unvaccinated, have met criteria for release from quarantine.
- Unvaccinated residents, only if the facility’s COVID-19 county positivity rate is greater than 10% and less than 70% of residents in the facility are fully vaccinated.
- The facility has sufficient staff
- The facility has sufficient personal protective equipment for staff, visitors and residents as needed

Compassionate Care Visits

Compassionate care visits are allowed at all times. Compassionate care visits does not exclusively refer to end of life situations. Through a person centered approach the facility will work with residents, family members, care-givers, resident representatives and the OMBUDSMAN to identify the need for compassionate care visits.

- These visits also include visits by clergy, necessary healthcare professionals and professionals assisting individuals with disabilities, including the use of licensed sign language interpreters and other communication service providers.

- Compassionate care visits are allowed regardless of the following:
 - Resident's vaccination status
 - County's COVID-19 positivity rate
 - Outbreak status of facility

Healthcare Workers

Health care workers who are not employees of the facility but provide direct care to the facility's residents, such as hospice workers, Emergency Medical Services (EMS) personnel, dentists, home health personnel, dialysis technicians, laboratory technicians, radiology technicians, social workers, clergy etc., will be permitted to come into the facility as long as they are not subject to a work exclusion due to an exposure to COVID-19 in the last 14 days or show signs or symptoms of COVID-19 after being screened.

Ombudsman

Visitation by the Ombudsman are allowed during all levels of community spread as they are essential workers unless the Ombudsman shows signs and symptoms of COVID-19 or had a recent COVID exposure within the last 14 days regardless of the vaccination status.

Regulatory and Investigative Personnel

Regulatory and investigative personnel who are not employees of the facility but ensure health and safety of the residents, such as law enforcement, ADHS/CMS licensing surveyors, APS Investigators, and health plan quality assurance investigators, etc., will be permitted to come into the facility as long as they are not subject to a work exclusion due to an exposure to COVID-19 in the past 14 days or show signs or symptoms of COVID-19 after being screened.

Outdoor Visitation

Outdoor visitation is the preferred visitation method, even if both visitor and resident have received a COVID vaccine, and can occur when the following conditions are met:

- The visitor is symptom free.
- Outdoor temperatures are considered safe according to the resident's individual medical condition and plan of care.
- The facility requires mask wearing by residents (when safe), visitors, and staff. Bandanas and neck gaiters do not qualify as masks.
- If resident is fully vaccinated, the resident can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask.
- The facility requires hand sanitizing before and after the visit.
- Visitor should physically distance at least six (6) feet from other residents and staff.
- When conducting the outdoor visitation, all appropriate infection control and prevention practices are adhered to.

Indoor Visitation

The facility will allow indoor visits in any stage if all the following conditions are met:

- The visitor is symptom free.

- The facility enforces social distancing of at least six (6) feet, limiting contact as much as possible, including a dedicated visitation space to allow for a degree of privacy.
- The facility requires mask wearing by residents (when safe), visitors, and staff. Bandanas and neck gaiters do not qualify as masks.
- The facility requires hand sanitizing before the visit.
- If resident is fully vaccinated, the resident can choose to have close contact (including touch) with their visitor with resident (when safe) and visitor wearing a well-fitting face mask and with visitor performing hand sanitizing before and after the visit in accordance with the CDC.
- Visitor should physically distance at least six (6) feet from other residents and staff.
- The facility maintains a visitor log for contact tracing purposes.
- The facility institutes enhanced cleaning and sanitation of the facility where the visits occur.
- If facility opens a COVID-19 unit, facility to use effective cohorting of residents

Indoor Visitation Exceptions

Indoor visitation will NOT BE ALLOWED, excluding the Ombudsman and visits required under federal disability rights law, unless:

- Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated, have met criteria to discontinue Transmission Based Precautions.
- Residents in quarantine, whether vaccinated or unvaccinated, have met criteria for release from quarantine.
- Unvaccinated residents, only if the facility's COVID-19 county positivity rate is greater than 10% and less than 70% of residents in the facility are fully vaccinated.
- Visitor refuses to comply with any mitigation measures.

Indoor Visitation During an Outbreak

Visitation can still occur in facilities when an outbreak occurs under certain circumstances. An outbreak is defined as two or more laboratory-confirmed COVID-19 cases among residents or staff with onsets within 14 days, who are epidemiologically linked, do not share a living space. When an outbreak occurs, outbreak testing should be conducted and all indoor visitation should be suspended except for compassionate care visits and visits required under federal disability rights law. Visitation can resume in unaffected areas of the facility if:

- Evidence exists that the outbreak is contained to a single area of the facility (i.e. unit, floor, etc.)
- No other cases are detected through the testing in other units or areas in the facility.

Physical Distancing

Physical distancing of at least six (6) feet will be maintained during visits with the following exemptions:

- Compassionate Care Visitors
- Medical, Dental, and Behavioral Healthcare
- Clergy

- Designated Essential Visitors

General Visitation

- Family and Friends visitation may occur as benchmark visitation measures allow and if all mitigation measures are met and followed.
- Hairstylists, educators, entertainers, and volunteers visitation may occur as benchmark visitation measures allow and if all mitigation measures are met and followed.
- Therapy dogs will be permitted as long as their handler has adhered to the visitation policy.

Visitor Access to Resident's Room

- Only if the resident does not have a roommate/share a room.
- A mask, not including a bandana or gaiter mask, is worn at all times by the visitor and resident.
- The visitor must wash their hands before entering and when leaving the room.
- Visitor is to remain 6 feet from all resident and staff.
- Visitor may not use the resident's restroom.
- Visitors are only allowed in the resident's room less than 15 minutes.
 - If the visitor is a Designated Essential Visitor- they may continue their visit elsewhere in the facility after the maximum of 15 minutes in the resident's room.
- If the resident is bed restricted and unable to attend visitation outdoors or in the identified visitation location accommodations will be made to allow visitation in their room while adhering to the infection prevention requirements for COVID-19.

Facility Specific Visitation Policy

- The facility visitation hours are Monday through Saturday 8am to 4pm. Designated visiting hours are necessary to ensure adequate staffing for screening visitors and enhanced cleaning and sanitization of areas after visitation.
- The facility's resident visitation is by appointment only.
- Only two (2) visitors are allowed per resident for fifteen (15) minutes.
 - There is no limit on how long a visit can be by a Designated Essential Visitor.
- Only one (1) visit is permitted per day.
- Total number of visitors in the facility at one time will be limited to two.

What phase is my county in?

Please click below to find out what phase Mohave County is in (minimal, moderate, or substantial) as determined by CMS.

<https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg/>