

Manor Hills Inc.
4192B Bolivar Road
Wellsville, NY 14895

3/4/21

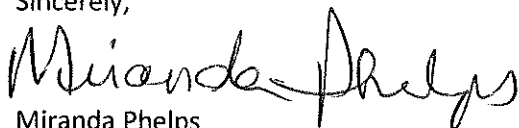
Dear Families and Residents,

After a long year of battling the COVID-19 pandemic, we are starting to see some light at the end of the tunnel! Thank you all for your understanding during these trying times. Thank you for the assistance in keeping our elderly and staff safe! This letter comes with good news. We can now offer indoor visitation, in residents' room, or designated spaces for semi-private rooms! We will continue to offer zoom visits, Facebook visits, and window visits if you wish. We will continue to have guidelines we must follow and we ask that you follow them to assist in keeping this process running smoothly. We will continue with the hair salon, communal dining, activities, and family visits so long as everyone remains covid free. If any ONE person becomes COVID positive we will have to put all of the above on hold for 14 days.

1. Each family member and resident will need to wear a mask. (Anytime on the premise's all families are asked to wear a mask)
2. Families will bring no more the 4 members with them for the visit. If under the age of 16 you must be accompanied by someone 18 or older.
3. Visits will be set up in the resident's room. If a resident has a semi-private room an empty room, family gathering room, or designated area will be provided. Weather permitting you may utilize the activities room patio.
4. We ask that you use alcohol-based hand sanitizer prior to entry and while in the rooms.
5. Please continue to utilize social distancing guidelines.
6. The following will be our hours of visitation Monday-Friday 9:00am-11:00am and 1:00pm-4:00pm. Additional hours will be available for Wednesday evening from 6:30pm-8:00pm. Saturdays from 1:00pm-4:00pm. Visits will be appx one hour. Please call to arrange hours with administration Monday-Friday 8:00am-4:00pm.
7. We ask that you go directly to the visiting area and do not leave the area to visit with other residents or staff members. If you need someone while visiting please utilize the residents call ball and we will be happy to assist you.

We are very excited to see all of you and welcome you back into Manor Hills!!!!

Sincerely,



Miranda Phelps

Administrator

Manor Hills Inc.
4192B Bolivar Road
Wellsville, NY 14895

Policy- Family visits with residents during covid-19 pandemic.

Protocol- It is our policy along with guidance from NYSDOH during the visits to keep staff, residents, and visitors all safe providing the following steps. The following criteria must be met. Based on the needs of residents and consistent with adult care facility staffing and the physical plant, visitation can be conducted through a variety of means, such as in resident rooms, dedicated spaces, and outdoors (weather permitting). Regardless of how visits are conducted, these are core principles and best practices that reduce the risk of COVID-19 transmission and as such must be followed.

1. The maximum number of visitors per resident at any one given time will be 4 visitors.
2. Visitors 16 years of age or older must be accompanied by an adult of 18 years of age or older.
3. Visiting hours will be as followed: Monday-Friday 9:00am-11:00am and 1:00pm-4:00pm. Wednesdays will have additional evening hours 6:30pm-8:00pm. Saturdays 1:00pm-4:00pm. Please call administration Monday-Friday between the hours of 8:00am-4:00pm to schedule the visit. Each visit will be appx. One hour long.
4. At any one time, the number of visitors must not exceed the number of persons the facility staff are safely able to accommodate and supervise to comply with the health advisory. As a baseline, the following will be utilized.

ACF In-House Census	Maximum Number of Visitors
4-20	5
21-50	10
51-100	20
101+	40

5. Adequate staff are present to allow for personnel to help with the transition of residents, monitoring of visitation, and cleaning and disinfecting visitation areas after each visit. All Visitors must go immediately to the designated visitor area and upon leaving immediately to the exit.
6. Signage will be posted regarding facemask utilization and hand hygiene practices and use of applicable floor markings to cue social distancing.

7. Visitors are screened for s/s of COVID-19 prior to resident access and are refused access if they exhibit any symptoms or do not pass screening questions. Screening must consist of both temperature checks and asking screening questions to assess potential exposure to covid-19. The facility must maintain documentation of the screening questions asked, onsite and make it available upon the department's request.
 8. Documentation of visitor screening must be maintained onsite.
 - A. First and Last name of the visitor
 - b. Street address
 - c. Daytime and evening phone number
 - d. Date and time of visit.
 - e. email address if available
 - f. Notation indicating the individual cleared both screenings.
6. Areas where visitors and residents meet are appropriately disinfected between visitations.
7. There is adequate PPE to ensure residents wear face mask or face coverings during visitation.
8. Visitors maintain social distancing and wear a face covering at all times. The facility will provide a facemask if the visitor shows up lacking a face covering.
Facility provides alcohol-based hand sanitizer to visitors and residents, and staff demonstrate appropriate use.
9. Manor Hills will establish additional guidelines as needed to ensure resident and staff safety and continuity of facility operations. Such guidelines shall include provisions for limiting the number of visitors at any one time and limited visitor hours to ensure all residents may have visitation.
 - a. Weather permitting, visits will be on the activities room patio. As determined by the facility if weather will not allow for activities room patio, the visits will occur in the resident's room. If a resident has a semi-private room, staff will provide an empty room for visits, the family gathering room, and conference room.
11. Currently COVID-19 positive residents, residents with COVID-19 s/s, and residents in 14-day quarantine or observation period are not eligible for visits.
12. Each visitor will receive an easy-to-read fact sheet, outlining visitor expectations including appropriate hand hygiene and face covering requirements, the fact sheet must be provided upon initial screening to all visitors.
13. Please do not touch, hug, or come in close contact with each other at this time. No food or beverages will be permitted.
14. Manor Hills will accommodate and support indoor visitation, including visits for reasons beyond compassionate care situations, when the COVID-19 countywide positivity rate is less than 10% based on the guidelines below.
 - a. ACF's must use the CMS COVID-19 county positivity rate, found on the COVID-19 Nursing Home Data site (link available at: <https://data.cms.gov/stories/s/COVID-19->

Nursing-Home-Data/bkwz-xpvg) as additional information to determine how to facilitate indoor visitation.

14. Compassionate Care Visits

-Compassionate care Visits are permitted when visitation may not otherwise be permitted in accordance with the Department of Health's Current Visitation guidance.

Compassionate care visits include:

- a. Newly admitted residents with difficulty adjusting to the adult care facility environment and lack of in-person family support.
- b. Residents recently grieving the loss of a friend or loved one.
- c. Residents who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.
- d. Residents who are exhibiting signs and symptoms of emotional distress including, but not limited to, seldomly speaking or crying more frequently (when the resident had rarely cried in the past), refusing to participate in an activity or activities, staying in bed longer than usual or exhibiting behavior considered abnormal for the individual.
- e. Residents who receive religious or spiritual support from clergy or another layperson.

-The situations above are not intended to be an exhaustive list, Additional compassionate care situations may be considered by Manor Hills on a resident-specific basis.

15. If any visitor falls to adhere to the protocol in place, they will be prohibited from visiting during the global pandemic/state of emergency.

Manor Hills Inc.

For all visitors and vendors to complete before entry, must be completed daily.

Name _____ Date _____ Time _____
Address _____ Phone Number (Day) _____ (Evening) _____
Email Address _____ Name of person you are visiting _____

Do you have signs or symptoms of a respiratory infection, such as a fever, cough, shortness of breath, headache, loss of taste or smell, diarrhea, chills, muscle pain, vomiting and sore throat in the past 14 days? _____

Have you had contact with someone with or under investigation for COVID-19 in the past 14 days? _____

Have you tested positive for COVID-19 in the past 14 days? _____

Temperature (if above 100 cannot enter) _____

Have you received the COVID-19 Vaccine? _____

If, received Vaccine, which dose (1st or 2nd) _____ Date rec'd: _____

Have you declined the COVID-19 vaccination? _____

Cleared by _____

-If no concerns to the above questions allow into the building. Ask the individual to wash their hands or use alcohol-based hand rub prior to entry and throughout time in building.

- Ask the individual not to shake hands with, touch or hug residents during their visit.

-Require a mask before entry.

If you answered yes to any of the above questions you may not enter the building, please seek medical attention.

Visitation Plan

1. Face mask are required at all times during the visit. Mask provided if needed.
2. Six feet social distance must be maintained at all times.
3. Proper hygiene practices at all times, Sanitizer provided.
4. Visitors are limited to four people. Under 16 must be accompanied by someone 18 years of age or older.
5. Visitation is appx one hour.
6. Visiting Hours are
 - a. Monday-Friday 9:00am-11:00am and 1:00pm-4:00pm. Additional evening hours will be available for Wednesdays from 6:30pm-8:00pm. Saturdays 1:00pm-4:00pm
7. No more the 20 visitors at a time.
8. If you are sick, STAY HOME.
9. Upon entering and exiting please go to designated visiting area. Please do not stop to socialize with staff or residents. Upon entering of visitation area, if assistance is needed please ring bell.

Visitor Signature: _____ Date: _____