

Effective March 25, 2021 and until further notice

**COVID-19 PANDEMIC
RESIDENT FAMILY & VISITOR INDOOR & OUTDOOR VISITATION GUIDELINES
WILLOW RIDGE**

Re: *Seventh Amended Director's Order to Limit Access to Ohio's Nursing Homes and Similar Facilities, with Exceptions.*

March 22, 2020

Stephanie McCloud, Director of Health

<https://coronavirus.ohio.gov/static/publicorders/amended-do-permit-access-to-assisted-living-3-19-21.pdf>
<https://coronavirus.ohio.gov/static/publicorders/amended-do-permit-access-nursing-homes-wexc-3-19-21.pdf>

The facility will continually evaluate all of the following on a continual basis when facilitating, implementing and overseeing visitation: Case status in surrounding community, case status within building, staffing levels, access to adequate testing for residents and staff, PPE supplies, and local hospital capacity.

Terms in quotation marks are taken directly from the Director's Order.

- **Number of visitors permitted:** Visitors are limited to TWO (2) at a time.
- **"Age of maturity" of visitors permitted:** "All visitors shall be an age of maturity to facilitate social distancing and not be a distraction to other residents, visitors, or staff and able to wear a face covering."
- Any visitors unable to social distance (i.e., a young child that might run up and embrace the resident), may schedule a window visit to ensure social distancing is maintained.
- **Visit length:** Visits must be scheduled in advance. Visitors will be provided a time and length of the visit in advance, and will be allotted a minimum of 30 minutes for each visit.
- **Entrance:** Please use the **FRONT** door of the Betty or Frieda house when you arrive.
- **Scheduling:** Call your loved one's house at any time to schedule a visit:
 - **Betty House:** 419-358-1015, x400
 - **Frieda House:** 419-358-1015, x412
 - Indoor visits can be scheduled for any day of the week during the following time frames:
 - 9:30a – 11:30a
 - 1:30p – 4:30p
 - 6p – 9p
- **Visit Pre-screening and education:** All Visitors must be pre-screened prior to both indoor and outdoor visits. The screen includes a health screen and temperature reporting, and exposure questions. Before going to the visit location, visitors must sign in, complete pre-screening and sanitize hands at the front entrance. Education will be provided to all visitors and the residents they are visiting that explains the risks of the spread of COVID-19 and the potential impact for not just their loved one, but all residents of the home. The staff screener is responsible for providing oversight to ensure visitor's temperature, screening and contact information are taken and that they have sanitized their hands and are wearing facemasks.
- **Visitor sign-in information:** Prior to entry, each visitor must provide a residential address and phone number in the visitor log. The log shall be retained in accordance with state and federal record retention requirements.
- **Hand Hygiene:** All visitors must wash their hands or use hand sanitizer upon their arrival and before the visit.
- **Social Distancing:** Your visit is encouraged to be "contact-free", meaning a social distance is kept from one another during the visit of at least 6 feet. However, if the resident is fully vaccinated (≥ 2 weeks following receipt of final dose of vaccine) 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.

- **Visit location:** All indoor and outdoor resident visits will take place at a designated visitation area. A designated visitation area shall include a private single resident room. Visitors shall be escorted to and from the designated visitation area by staff of the building using the most direct route. Visitors are asked not to use residents' personal restrooms. If a restroom is needed, staff can escort visitors to an appropriate restroom designated for visitors.
- **Masks:** Procedural masks will be provided to all visitors and residents and "homes may not permit any visitation to occur if visitors are not wearing a face covering", per Director's Order. Visitors should don a mask upon entering the property and switch to the procedural masks provided. Residents, where possible, should also wear a face covering during the visit. Masks shall cover the nose and mouth at all times.
- **Sanitizing:** Hand sanitizer shall be made available to visitors and residents for use before, after and during the visit. Items and surfaces such as wheelchairs, tabletops or other touched items shall be cleaned and disinfected between visits.
- **Purpose:** These visit protocols have been established to maintain the safety of residents, visitors and staff throughout the facility. Only those who agree to and can follow these protocols are permitted to visit.