

**The Glenridge on Palmer Ranch  
Carroll Center**

**COVID-19 Visitation Policy**

Revised 4.6.2022 to Reflect the State of Florida “No Patient Left Alone Act” April 6, 2022

**Indoor, In-Person Visitation with members of The Carroll Center**

The administration and staff of The Carroll Center understand the importance of our members being able to spend time with loved ones, family, and friends. During the COVID-19 Public Health Emergency (PHE) per Centers for Medicare and Medicaid Services (CMS), indoor general visitation for all Carroll Center members has been very restrictive to protect the health and safety of our members, as well as the protection of facility staff needed to care for our members. The Carroll Center has updated the relevant policies to the September 17, 2020, QSO-20-39-NH revised March 10, 2022, by CMS in conjunction with the Centers for Disease Control and Prevention (CDC) regarding resident visitation and the April 6, 2022, State of Florida SB 988, “No Patient Left Alone Act.” Consequently, this facility will not restrict visitation without a reasonable clinical or safety cause consistent with 42 CFR §483.10(f) (4) (Resident Rights). Policies will continue to be updated as regulatory guidance is updated.

The Carroll Center acknowledges the concerns for infection transmission to members, visitors and staff associated with open visitation and will continue to require staff and visitors to adhere to the core principles of COVID-19 infection prevention to mitigate these concerns. The requirement for members wearing masks is mentioned throughout our visitation policies. It is understood that many of The Carroll Center members are unable to tolerate masks due to medical conditions and that those with memory issues may not remember to leave a mask in place and may therefore not be able to consistently follow the source control portion of these policies. We also acknowledge the right of each member to choose whether to wear a mask based on their individual circumstance and preference. The Carroll Center staff will continue to encourage member compliance with all infection control practices. The Administrator or designee is responsible for ensuring that staff and other persons in the facility adhere to the policies and procedures of the facility.

**Core Principles of COVID-19 Infection Prevention**

Visitation at The Carroll Center will be conducted following the core principles of COVID-19 infection prevention and best practices consistent with the Centers for Disease Control and Prevention (CDC) guidance for nursing homes to reduce the risk of COVID-19 transmission.

- 1.** All staff, visitors, and other persons entering The Carroll Center will be screened for signs and symptoms of COVID-19 and have their temperature taken upon entry into the facility. Carroll Center administration and staff have the responsibility to deny entry to the facility any person failing to meet the screening guidelines including those with a positive viral test, with signs or symptoms of COVID-19 or who meet the criteria for quarantine.
- 2.** All visitors will follow the proper method for completing hand hygiene during their visit with the proper use of alcohol-based hand rub being the preferred method.

- 3.** All visitors must wear a mask covering their mouth and nose at all times when entering and exiting the facility, while walking through the facility's common areas and when around any staff and other members.
- 4.** All visitors will adhere to the CDC Guidance for physical distancing of at least six feet from other Carroll Center members during their visit.
- 5.** Instructional signage with source control information for visitors and staff will be placed throughout the facility.
- 6.** Visitor education will be provided on COVID-19 signs and symptoms, Carroll Center infection control precautions, required use of face coverings, hand hygiene, proper entrance and exits to use when arriving and departing the facility and the routes to designated areas.
- 7.** The Carroll Center staff will clean and disinfect high touch surfaces often and will clean and disinfect any designated visitation areas after visits.
- 8.** Staff will appropriately use and wear PPE.
- 9.** Effective cohorting of members will be followed at The Carroll Center; as applicable.
- 10.** Member and staff testing will be conducted as required at 42CFR 483.80(h). (See QSO-20-38-NH)

### **Indoor In-Person Visitation**

The Carroll Center staff will facilitate in-person, indoor visitation for all members as permitted under the applicable CMS regulations and the April 6, 2022, State of Florida, SB 988, "No Patient Left Alone Act." Carroll Center members may receive visitors of their choosing at the time of their choosing in a manner that does not place other members at risk or impose on the rights of another member. The Carroll Center does not restrict the length of visits, the number of visits, the number of visitors, or the type of visitors for any member unless instructed by the member to do so.

- 1.** Visitors to the Carroll Center are not required to schedule an appointment to spend time with a member.
- 2.** The Carroll Center has placed no limit on the length of visits, the frequency of visits or the number of visitors an individual member may have at one time. To ensure that physical distancing is maintained in adherence to the COVID-19 principles of infection prevention, large gatherings with a large number of visitors in the same place at the same time will be avoided unless a venue suitable to maintain the required physical distancing is available.
- 3.** Outdoor visits are a preferred venue for members and visitors who are unvaccinated but are not mandatory.

4. Since all Carroll Center members have private rooms, indoor visits will take place for members in their room.
5. Visitors will not be allowed to wander through the facility. They must go directly to the room of the member they are visiting after completing the COVID-19 screening and must leave the facility promptly at the end of the visit via the appropriate exit route.
6. The staff of The Carroll center values and honors the rights of our members to deny consent for a visit at any time and will assist our members as needed in such circumstances.
7. As per the CDC Core Principles of COVID-19 Infection Prevention, wearing a face mask during visitation and physical distancing from the member they are visiting will be encouraged by visitors, but is not required, based on the Sarasota County Community Transmission Rate as indicated in the CDC's COVID online Data Tracker-County View.
  - a. Members, regardless of vaccination status, can choose not to wear face coverings or masks and have close contact (including touch) with their visitor. Members (or their representative) who are not up to date with all recommended COVID-19 vaccine doses, will be advised of the risks of physical contact prior to the visit.
  - b. The April 6, 2022, Florida State, "No Patient Left Alone Act" SB 988 mandates that consensual physical contact between a member and the visitor must be allowed.
8. All visitors, regardless of vaccination status, must wear face masks and maintain physical distancing of at least six feet from all other members while entering and exiting the facility.
9. For the protection of members and staff, visitors who violate the Core Principles of COVID-19 Infection Prevention and The Carroll Center policies and procedures after being educated, will be asked to leave the facility and in-person visitation will be suspended for the specific visitor.

#### **In-person Visitation during COVID-19 Outbreak in the Facility**

Under the November 12, 2021, CMS guidance, indoor visitation for Carroll Center members may always occur for all members including during the times when the facility is investigating or experiencing an outbreak of COVID-19. An outbreak is defined by CDC as a new COVID-19 infection in any healthcare personnel or the nursing-home onset COVID-19 infection in a member.

1. The Carroll Center will make a member or their representative and their visitor(s) aware of the facilities status when under investigation or outbreak for COVID-19, the risks associated with visiting during this time and the infection control practices to be followed during their visit.
2. During such times visitation will continue to take place in the member's room.
3. Both member and visitor must wear face masks regardless of vaccination status.
4. Members on transmission-based precautions are not recommended to have visitors; however, CMS states that visitation may be allowed in the member's room with the member wearing a face mask and the visitor wearing required Personal Protective Equipment (PPE) during the visit.
5. When other Personal Protective Equipment (PPE) in addition to face coverings is necessary for the visit, visitors must follow the instructions from Carroll Center staff and wear the PPE properly during the entire visit.

### **Important Considerations for Visitation**

Visitation for Carroll Center members will be person-centered, considering the member's physical, mental, and psychosocial well-being and will support their quality of life.

The CMS guidelines do not indicate any age restriction for visitors; however, all visitors to The Carroll Center must be able to adhere to the core principles of COVID-19 infection prevention. If a specific visitor violates the core principles of COVID-19 infection prevention and Carroll Center visitation policies and procedures, in-person visits will be suspended, and the visitor will be asked to leave. Carroll Center staff will monitor for any visitors having difficulty adhering to the core principles of COVID-19 infection prevention and take appropriate action to educate and/or to ensure that the visitor leaves the facility.

### **Covid-19 Testing and Vaccination of Visitors**

The Carroll Center encourages testing of visitors during times when the County community transmission rate is at the *Substantial* or *High* level. We encourage visitors to be tested on their own prior to coming to the facility (e.g., within 2-3 days of their visit). However, under CMS guidance, visitors are not required to test or to show proof of having tested as a condition of visitation.

The Carroll Center also encourages visitors to become vaccinated against COVID-19 to help prevent the spread of COVID-19 illness. Visitors are not required to be vaccinated or to show proof of vaccination as a condition of visitation. All visitors, regardless of vaccination status, are required to wear a face mask while entering and exiting the facility (while on their way to and from the members room).

The Administrator of The Carroll Center will make every effort to facilitate safe indoor, in-person visitation consistent with the regulations set forth by the Centers for Medicare and Medicaid Services, the Centers for Disease Control, the Florida Department of Emergency Management, the Agency for Health Care Administration and the State of Florida SB 988, April 6, 2022, "No Patient Left Alone Act." This policy will be updated as regulatory guidance is released.