

Willow Towers Visitation Plan

Policy: Visitation for Assisted Living Facility Residents

Procedure: To safely accommodate visitors to Assisted Living Facility under the DOH guidance dated July 10, 2020.

Limited visitation will be allowed when the facility has met the criteria listed in the guidance and is in compliance with all reporting and regulations as directed by DOH.

1. The visitation plan will be made available on our website and sent via email.
2. Visitors will call and schedule a time for visitation. Visiting hours will be between 11 a.m. and 4 p.m. on weekdays and between 11 a.m. and 3 p.m. on weekends, however, these times may vary based on staffing and daily operations of the facility.
3. Visitors must wear face coverings at all times and residents will wear face coverings as tolerated during the visit. Facility will provide a face covering, if needed.
4. All visitors will be screened for signs and symptoms of COVID-19 prior to visits and will be refused access if they exhibit any symptoms or do not pass the screening questions. Screening must consist of both temperature checks and screening questions to assess potential exposure to COVID-19.
5. Every visitor will be required to complete documentation that includes the following:
 - First and last name of the visitor;
 - Street address of the visitor;
 - Daytime and evening telephone number;
 - Date and time of visit;
 - Email address if available; and
 - A notation indicating the visitor cleared the screening (both temperature and questions).
6. Visitor contact information will be gathered as directed by the New York State Department of Health guidance from July 10, 2020 as a tracing tool. This information will be kept electronically.
7. Educational information will be given to visitors which include: the proper hand washing techniques, proper use of alcohol-based hand sanitizer and an easy-to-read fact sheet outlining visitor expectations including appropriate hand hygiene and face coverings.

8. Visitation will be conducted outdoors in our courtyard, weather permitting. The facility will mark the visitation area ensuring that six-foot social distancing is being observed.
9. All visits must be supervised by staff members to allow for personnel to help with the transition of residents, monitoring of visitation, and cleaning and disinfecting visitation areas after each visit.
10. Each visit will be scheduled for 30 minutes.
11. Visitation areas will be equipped with alcohol-based hand sanitizer for use during the visit.
12. Upon completion of the visit, facility staff will clean and sanitize the visiting area using EPA approved cleaning products and disposed of properly.
13. Visitors must be 18 years of age or older or accompanied by an adult 18 years of age or older.
14. At no time shall the total number of visitors exceed 10 percent of the in-house resident census.
15. Visitors must not touch residents or give any objects to residents.
16. A team of administrative staff will review visitation policies, train facility staff and modify procedures if necessary.
17. As per the New York State Department of Health, if any visitor fails to adhere to the protocol, they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.