

Lake Shore Assisted Living Residence

Resident Visitation Fact Sheet

Welcome Back! We are so happy to welcome you back to our facility.

Please read the following information about visiting hours and protocols.

- Visiting will begin on Monday July 20,2020.
- Visits will be outside, weather permitting.
- Visits will be by appointment only.
Please call Denise Komnick (Monday-Friday from 9am-4pm) at 631-585-8800 for an appointment.
- Limit of 2 visitors per resident.
- Each visit will be 30 minutes, so we may accommodate all families who wish to visit.
(Visits can be longer if there aren't other visitors waiting)
- Hours/days of visitation will be Monday , Wednesday and Saturday from 10:00 am to 3:00 pm. If you can't make these visiting times, let us know and we can work out another time for your visit.
- When you arrive for your visit please park in the parking lot next to the courtyard and call us to let us know you are here.
- All visitors will need to be screened prior to the start of your visit.
- You cannot visit if you have symptoms of COVID-19 or have tested positive for COVID-19.
- You cannot visit if you have traveled internationally or if you have traveled with the Department's Travel Advisory until at least 15 days after your return.
- Masks must always be worn.
- Visitors must maintain social distancing throughout their visit.
- Hand Sanitizers station must be utilized by visitors during the visit.
- Residents who have tested positive for COVID-19 or exhibiting symptoms, or residents in a 14-day quarantine observation period cannot have visits.

Lake Shore Assisted Living Residence COVID-19 Visitation Plan and Guidelines

The following is the Policy and Procedure for Visitation at The Lake Shore Assisted Living Pension.

Health Advisory: Visitation in Adult Care Facilities

Nothing in this directive changes the guidance previously issued relative to visitation for medically necessary or end-of life services.

As per NYSDOH Guidelines: ACFs in Phase 3 regions may resume visitation and additional activities from July 10, 2020.

1. The Lake Shore Assisted Living Residence has completed the **NY Forward Safety Plan**, and submitted a copy of the completed plan to covidadultcareinfo@health.ny.gov., We will retain the original onsite at the where it is easily accessible upon request of the Department or local health department. Such plan shall include attestation of compliance with all State and federal guidelines as described in number 6 below.

2. The Lake Shore Assisted Living Residence has complied with the staff testing requirements, including furlough of staff having tested positive for COVID-19 and the facility has no staffing shortages.

3. All of the consenting in-house residents at The Lake Shore Assisted Living Residence have undergone diagnostic COVID-19 testing, and the most recently submitted daily HERDS report indicates no new confirmed staff or resident cases in the last fourteen (14) days. In absence of federal guidance on visitation for other long term care facilities, New York is adopting CMS established thresholds for visitation for Nursing Homes ([linked here](#)).

4. The Lake Shore Assisted Living Residence had an Infection Control survey on June 29, 2020 by the Department and found to be in substantial compliance.

5. The Lake Shore Assisted Living Residence is compliant with all reporting requirements associated with COVID-19 response, including but not limited to the HERDS and staff testing surveys, and is compliant with all applicable guidance.

6. The Lake Shore Assisted Living Residence is in full compliance with all applicable state regulations, Executive Orders, and state guidance related to the COVID-19 Public Health Emergency.

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7. A copy of the formal visitation plan is posted to their public website and broadcasted via email or social media to provide visitors with clear guidelines for visiting and to announce if and when visitation is paused due to an increase in the number of residents and/or staff with a confirmed positive COVID-19 diagnosis.

The Lake Shore Assisted Living Residence will allow for visitors (including peer bridgers and care managers) only if:

a. Visitor is 18 years of age or older, or accompanied by an adult 18 years of age or older.

b. Adequate staff is present to allow for personnel to help with the transition of residents, monitoring of visitation, and cleaning and disinfecting visitation areas after each visit.

c. The Lake Shore Assisted Living Residence maintains signage regarding facemask utilization and hand hygiene practices and uses applicable floor markings to cue social distancing delineations.

d. Visitors will be screened for signs and symptoms of COVID-19 prior to resident access and are refused access if they exhibit any symptoms or do not pass the screening questions. Screening will consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19 which shall include questions regarding international travel or travel to other states designated under the Commissioner's travel advisory. The Lake Shore will maintain documentation of the screening questions asked onsite and make it available upon the Department's request.

e. Documentation of visitor screening will be maintained onsite in an electronic format and available upon the Department's request for purposes of inspection and potential contact tracing.

Documentation will include the following for each visitor or representative of the long-term care ombudsman program (LTCOP) to the ACF:

- i. First and last name of the visitor;
- ii. Physical (street) address of the visitor;
- iii. Daytime and evening telephone number;
- iv. Date and time of visit;
- v. Email address if available; and

- vi. A notation indicating the individual cleared the screening (both temperature and questions) that does not include any individual temperatures or other individual specific information.
- f. Areas where visitors and residents meet will be appropriately disinfected between visitations using an EPA-approved disinfectant.
- g. There is adequate PPE to ensure residents wear a facemask or face covering during visitation. On visitation days we will use approximately 2 sets of PPE
- h. Visitors wear a face covering at all times. The Lake Shore will provide a facemask if the visitor shows up lacking a face covering.
- i. The Lake Shore will provide alcohol-based hand sanitizer to visitors and residents, and staff demonstrate appropriate use.
- j. The Lake Shore 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.
- k. Visitation will be limited to outdoor areas, weather permitting. Under certain limited circumstances, as determined by the facility, visitation can be inside in a designated, well-ventilated common space with no more than 10 individuals who are appropriately socially distanced and wear a facemask or face covering while in the presence of others. At no time shall the total number of visitors exceed 10 percent of the in-house resident census.
- l. Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period are not eligible for visits.
- m. The Lake Shore has developed a short, easy-to-read fact sheet outlining visitor expectations including appropriate hand hygiene and face covering requirements. **The fact sheet will be provided upon initial screening to all visitors.**
2. A team has been appointed by the operator and includes, at a minimum, the administrator, case manager and quality assurance manager to review visitation program compliance with this Health Advisory.
- If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting during the duration of the COVID-19 state declared public health emergency.

Hours of visitation during this public health emergency will be clearly delineated within the visitation fact sheet. Adult care facilities with positive COVID cases of residents and/or staff are reminded that communal dining remains suspended at this time. Violations of this directive will result in the imposition of fines and additional enforcement remedies.

If the facility fails to comply with the requirements listed in this advisory or fails to meet the benchmarks associated with maintaining visitation, the facility will immediately halt visitation and inform the appropriate regional office of the Department. In addition, the New York State Department of Health can halt visitation at the facility at any time due to community or facility spread of infection or based on the Department's identification of failure to comply with one or more elements of this advisory.

In summary, while these guidelines are intended to restart limited visitation, the Department reserves the right to restrict visitation at any point. Failure to follow these guidelines may result in restriction or revocation of visitation.

Information for healthcare providers on topics related to COVID-19 is readily available on the Department of Health public website at <https://coronavirus.health.ny.gov/information-healthcare-providers>.