

Resident Connection Programs
Good Samaritan Home of Quincy

Background:

The risk of COVID-19 transmission within nursing homes is high due to congregate living. At the same time, Good Samaritan Home (GSH) understands and acknowledges that restricting family and loved one's access to residents creates prolonged physical separation and isolation, which in turn may impact the health and well-being of residents.

Guidance:

GSH has implemented several programs to increase the residents' connections with their loved ones. These programs include outdoor visits, indoor visits, hospice visits, compassionate care visits, and essential caregivers. All visitors and residents must meet the criteria for a specific program in order to participate in that program. The guidance for our Resident Connection Programs is attached. Each guidance outlines the criteria and details specific to that program and who to contact for information regarding the program.

Please note that outdoor visits are strongly preferable to indoor visits due to the increased space and airflow. If a resident and/or visitor does not meet criteria for one of our visiting programs, window and virtual visits are always available. Your designated social services aide is available to schedule the window and virtual visits with your loved one if you need assistance.

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Outdoor Visits

Outdoor Visit Criteria

- Outdoor visits cannot be held if Illinois Region 3 is placed into a Tier 3 mitigation. GSH must wait 14 days after the Tier 3 mitigation is lifted before resuming outdoor visits.
- Residents do not have to be vaccinated to participate in outdoor visits.
- Residents with an active COVID-19 diagnosis or residents who are symptomatic with COVID-19 symptoms and are awaiting test results are not allowed to participate in outdoor visits.
- Residents in isolation and/or quarantine are not allowed to participate in outdoor visits.
- Visitors with an active COVID-19 diagnosis or visitors who are symptomatic with COVID-19 symptoms are not allowed to participate in outdoor visits.
- Visitors who have been in close contact with someone who has tested positive or suspected positive for COVID-19 in the previous 14 days are not allowed to participate in outdoor visits.
- Visitors must be 12 years of age or older to participate in the outdoor visits. Visitors 12 to 15 years of age must be accompanied by an adult. Visitors 11 years of age and under are not allowed to participate in outdoor visits.

Outdoor Visit Guidelines

- Visitation times are Monday through Saturday 9:00 am – 4:00 pm (Holiday times may vary). All visitation times must be scheduled by contacting the designated scheduler listed under “Contact/Scheduling Information” in the next section of this guidance.
- Only three visitors will be allowed to visit during the scheduled time.
- All visitors must wear a face mask for the entire visit. Plastic shields may be worn, but you will be required to wear a face mask underneath. Masks will not be provided to the visitors. Visitors are responsible for bringing their own masks to the appointment.
- **If the resident is fully vaccinated**, 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. **If the resident is not fully vaccinated**, the visitor will need to maintain a 6-foot separation between themselves and the resident. Visitors should physically distance from other visitors not in their group, other residents, and staff at all times.
- **When the resident and ALL of their visitors are fully vaccinated**, the resident and their visitor(s) can choose to have close contact (including touch) **AND** not wear a face mask while alone in the designated visitation area. Visitors should wear a face mask and physically distance from other visitors not in their group, other residents, and staff at all times.
- Visitors must arrive at the visiting area ten minutes before the scheduled appointment to allow time for screening.
- Visitors must follow all instructions on the posted signs in the visiting area and then wait for additional instructions from a staff member. The visiting area is located beneath the Speckhart Pavilion. (During inclement weather, visits may be held indoors beneath the Foose Center.)
- Gifts and personal items will be permitted during the visit. Any food items will need to be enjoyed after the visit to maintain infection control practices during the visit unless the resident and ALL visitors are fully vaccinated.
- Visits will be rescheduled if the resident or visitor show symptoms of COVID-19.
- Failure to comply with any of these guidelines will result in the visit ending. Non-compliance could result in a loss of visiting privileges and a room quarantine for the resident.
- Administration reserves the right to cancel visits to ensure the safety of the residents and/or staff.
- If a visitor develops symptoms of COVID-19 within 72 hours after visiting, please notify GSH at 217-223-8717, ext. 4205 or 4227.
- The duration of visits are 30 minutes.

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- All visits will be supervised by facility staff to ensure proper infection control practices are utilized.
- All surfaces and seating in the visitation area will be cleaned and disinfected between visitors.

Outdoor Visit Contact/Scheduling Information

To schedule a visit or if you have any questions, please contact the scheduler listed below that is taking care of the neighborhood your loved one currently resides on.

Schedulers

Foose Center, Sheltering Grove: Sally Hodgson (ext. 4227, shodgson@gshq.org)

Anna Brown, Stevenson Manor: Kayla Hoerr (ext. 4205, kconrad@gshq.org)

Eastbrook Lane, Sunny Dale: Jessica Beever (ext. 4229, iglover@gshq.org)

Southern Court, McReynolds Center: Kelsey Bennett (ext. 4244, kbennett@gshq.org)

- When calling to make an appointment, the scheduler will inform you of what day your loved one's unit is scheduled for visits and what times are available for that day.
- Pre-screening of visitors the day prior to their appointment is no longer required. All visitors will be screened onsite upon arrival to their appointments.

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Indoor Visits

Indoor Visit Criteria

- Unvaccinated residents will not be allowed indoor visits if the Adams County positivity rate is >10% and <70% of residents in the facility are fully vaccinated.
- Residents with an active COVID-19 diagnosis or residents who are symptomatic with COVID-19 symptoms and are awaiting test results are not allowed to participate in indoor visits (except in compassionate care situations).
- Residents in isolation and/or room quarantine are not allowed to participate in indoor visits (except in compassionate care situations).
- Residents do not have to be vaccinated to participate in indoor visits. Separate procedures for vaccinated and unvaccinated residents are outlined in the below guidance.
- Visitors with an active COVID-19 diagnosis or visitors who are symptomatic with COVID-19 symptoms are not allowed to participate in indoor visits.
- Visitors who have been in close contact with someone who has tested positive or suspected positive for COVID-19 in the previous 14 days are not allowed to participate in indoor visits.
- Visitors must be 12 years of age or older to participate in the outdoor visits. Visitors 12 to 15 years of age must be accompanied by an adult. Visitors 11 years of age and under are not allowed to participate in indoor visits.

Indoor Visit Guidance for Unvaccinated Residents (or residents not within 90 days of their confirmed COVID-19 infection)

- Visitation times are Monday through Saturday 9:00 am – 4:00 pm (Holiday times may vary). All visitation times must be scheduled by contacting the designated scheduler listed under “Contact Information” in the next section of this guidance.
- Up to three visitors will be allowed to participate in the indoor visit during the scheduled time.
- The duration of visits are 30 minutes.
- All visitors must wear a face mask for the entire visit. Plastic shields may be worn, but you will be required to wear a face mask underneath.
- **If the resident is not fully vaccinated**, the visitor will need to maintain a 6-foot separation between themselves and the resident. Visitors should physically distance from other visitors not in their group, other residents, and staff at all times.
- Visitors must arrive at the visiting area ten minutes before the scheduled appointment to allow time for screening.
- The visiting area is located in the back of the building beneath the Foose Center.
- Visitors must follow all instructions on the posted signs in the visiting area and then wait for additional instructions from a staff member.
- Gifts and personal items will be permitted during the visit. Any food items will need to be enjoyed after the visit to maintain infection control practices during the visit.
- Visits will be rescheduled if the resident or visitor show symptoms of COVID-19.
- Failure to comply with any of these guidelines will result in the visit ending. Non-compliance could result in a loss of visiting privileges and a room quarantine for the resident.
- Administration reserves the right to cancel visits to ensure the safety of the residents and/or staff.
- If a visitor develops symptoms of COVID-19 within 72 hours after visiting, please notify GSH at 217-223-8717, ext. 4205 or 4227.
- All visits will be supervised by facility staff to ensure proper infection control practices are utilized.
- All surfaces and seating in the visitation area will be cleaned and disinfected between visitors.

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Indoor Visit Contact/Scheduling Information for Unvaccinated Residents (or residents not within 90 days of their confirmed COVID-19 infection)

To schedule an indoor visit for an unvaccinated resident or if you have any questions, please contact the scheduler listed below that is taking care of the neighborhood your loved one currently resides on.

Schedulers

Foose Center, Sheltering Grove: Sally Hodgson (ext. 4227, shodgson@gshq.org)

Anna Brown, Stevenson Manor: Kayla Hoerr (ext. 4205, kconrad@gshq.org)

Eastbrook Lane, Sunny Dale: Jessica Beever (ext. 4229, iglover@gshq.org)

Southern Court, McReynolds Center: Kelsey Bennett (ext. 4244, kbennett@gshq.org)

- When calling to make an appointment the scheduler will inform you of what day your loved one's unit is scheduled for visits and what times are available for that day.
- Pre-screening of visitors the day prior to their appointment is no longer required. All visitors will be screened onsite upon arrival to their appointments.

Indoor Visit Guidance for Vaccinated Residents (or residents within 90 days of their confirmed COVID-19 infection)

- Up to two visitors will be allowed to participate in the indoor visit during the scheduled time.
- Visit times will be every day in the following 2-hour blocks: 7:30 am – 9:30 am, 10:30 am – 12:30pm, 2:30pm – 4:30 pm, 5:30 pm – 7:30 pm (McReynolds Center visit times and Holiday visit times may vary)
- GSH will be limiting the number of visitors in the building at one time. Therefore, there will be limited availability of each time block for each neighborhood.
- All visitors must wear a face mask for the entire visit. Plastic shields may be worn, but you will be required to wear a face mask underneath.
- **If the resident is fully vaccinated**, 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. Visitors should physically distance from other visitors not in their group, other residents, and staff at all times.
- **When the resident and ALL of their visitors are fully vaccinated**, the resident and their visitor(s) can choose to have close contact (including touch) **AND** not wear a face mask while alone in the designated visitation area. Visitors should wear a face mask and physically distance from other visitors not in their group, other residents, and staff at all times.
- If resident resides in a private room, all indoor visits will take place in the resident room. If resident resides in a semi-private room and the roommate is not the resident's family member, the indoor visit will take place in a designated private location away from the resident room.
- Gifts and personal items will be permitted during the visit. Any food items will need to be enjoyed after the visit to maintain infection control practices during the visit unless the resident and ALL visitors are fully vaccinated.
- Visits will be rescheduled if the resident or visitor show symptoms of COVID-19.
- Failure to comply with any of these guidelines will result in the visit ending. Non-compliance could result in a loss of visiting privileges.
- Administration reserves the right to cancel visits to ensure the safety of the residents and/or staff.
- If a visitor develops symptoms of COVID-19 within 72 hours after visiting, please notify GSH at 217-223-8717, ext. 4205 or 4227.

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Indoor Visit Contact/Scheduling Information for Vaccinated Residents (or residents within 90 days of their confirmed COVID-19 infection)

- All appointments must be scheduled at least 2 days in advance. Next day appointments are not permitted.
- To schedule an indoor visit for a vaccinated resident, please visit www.gshq.org and click on “Resident Connection Programs” drop down menu at the top of the home page. Click the option “Schedule an Indoor Visit (Vaccinated Resident)” that appears below. You will be redirected to another page. Choose the neighborhood of the resident you wish to visit. Click “Sign Up” for the **available** visit time of your choice. Fill in the requested information to sign up for an appointment.
- Pre-screening of visitors the day prior to their appointment is no longer required. All visitors will be screened onsite upon arrival to their appointments.
- For any questions related to indoor visits for vaccinated residents, please contact the resident’s designated Social Services Aide.

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Hospice Visits

Hospice Visit Criteria

- Hospice visits are only allowed for residents who have been enrolled into a hospice program.
- Residents do not have to be vaccinated to participate in hospice visits.
- Residents with an active COVID-19 diagnosis or residents who are symptomatic with COVID-19 symptoms and are awaiting test results are allowed to participate in hospice visits as long as the visitor adheres to transmission-based precautions.
- Residents in isolation and/or room quarantine are allowed to participate in hospice visits as long as the visitor adheres to transmission-based precautions.
- Visitors with an active COVID-19 diagnosis or visitors who are symptomatic with COVID-19 symptoms are not allowed to participate in hospice visits.
- Visitors who have been in close contact with someone who has tested positive or suspected positive for COVID-19 in the previous 14 days are not allowed to participate in hospice visits.
- Visitors must be 12 years of age or older to participate in the outdoor visits. Visitors 12 to 15 years of age must be accompanied by an adult. Visitors 11 years of age and under are not allowed to participate in hospice visits.

Hospice Visit Guidelines

- Visitation times are 10:00 am – 12:00 pm or 4:00 pm – 6:00 pm every day (Holiday times may vary). Exceptions to these times will be considered in certain situations. Any visits outside of these hours must be approved by administration and/or nursing administration. Visitors do NOT have to schedule a hospice visit as long as the visit takes place during the above visitation times.
- Only two visitors will be allowed to visit during the scheduled time slot. Visitors are not allowed to switch out with other visitors during a scheduled time slot. Visitors are not allowed to exit and re-enter the facility during a scheduled time slot. Any exceptions to these rules will need approval by administration and/or nursing administration.
- Pre-screening of visitors the day prior to their appointment is no longer required. All visitors will be screened onsite upon arrival to their appointments.
- If a visitor develops symptoms of COVID-19 within 72 hours after visiting, please notify GSH at 217-223-8717, ext. 4205 or 4227.
- Hospice visitors are restricted to the room where the visitation will occur.
- All visitors must wear a facemask, practice good hand hygiene, and physically distance from other visitors not in their group, other residents, and staff during their entire visit.

Hospice Visit Contact Information

- Please contact Katie Bowen at extension 4214 with any questions regarding Hospice visits.

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Compassionate Care Visits

Compassionate Care Visit Criteria

- Indoor compassionate care visits are considered on a case-by-case basis. All compassionate care visits must be approved by administration and/or nursing administration.
- Residents do not have to be vaccinated to participate in compassionate care visits.
- Residents with an active COVID-19 diagnosis **or** residents who are symptomatic with COVID-19 symptoms and are awaiting test results are allowed to participate in hospice visits as long as the visitor adheres to transmission-based precautions.
- Residents in isolation and/or room quarantine are allowed to participate in hospice visits as long as the visitor adheres to transmission-based precautions.
- Visitors with an active COVID-19 diagnosis or visitors who are symptomatic with COVID-19 symptoms are not allowed to participate in compassionate care visits.
- Visitors who have been in close contact with someone who has tested positive or suspected positive for COVID-19 in the previous 14 days are not allowed to participate in compassionate care visits.
- Visitors must be 12 years of age or older to participate in the outdoor visits. Visitors 12 to 15 years of age must be accompanied by an adult. Visitors 11 years of age and under are not allowed to participate in compassionate care visits.

Compassionate Care Visit Guidelines

- Visitation times are 10:00 am – 12:00 pm or 4:00 pm – 6:00 pm every day (Holiday times may vary). Exceptions to these times will be considered in certain situations. Any visits outside of these hours must be approved by administration and/or nursing administration. All compassionate care visits must be pre-approved by administration and/or nursing administration. Visits will not be allowed if visitor does not have pre-approval.
- Only two visitors will be allowed to visit during the scheduled time slot. Visitors are not allowed to switch out with other visitors during a scheduled time slot. Visitors are not allowed to exit and re-enter the facility during a scheduled time slot. Any exceptions to these rules will need approval by administration and/or nursing administration.
- **If the resident is fully vaccinated**, 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. **If the resident is not fully vaccinated**, the visitor will need to maintain a 6-foot separation between themselves and the resident. Visitors should physically distance from other visitors not in their group, other residents, and staff at all times.
- **When the resident and ALL of their visitors are fully vaccinated**, the resident and their visitor(s) can choose to have close contact (including touch) **AND** not wear a face mask while alone in the designated visitation area. Visitors should wear a face mask and physically distance from other visitors not in their group, other residents, and staff at all times.
- Pre-screening of visitors the day prior to their appointment is no longer required. All visitors will be screened onsite upon arrival to their appointments.
- If a visitor develops symptoms of COVID-19 within 72 hours after visiting, please notify GSH at 217-223-8717, ext. 4205 or 4227.
- Compassionate care visitors are restricted to the room where the visitation will occur.
- All visitors must wear a facemask and practice good hand hygiene during their entire visit.

Compassionate Care Visit Contact Information

- Please contact Katie Bowen at extension 4214 with any questions regarding Compassionate Care visits.

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Essential Caregivers

Essential Caregivers Criteria

- Essential Caregivers (EC) are not general visitors.
- Essential Caregivers must meet an essential need for the resident by assisting with activities of daily living or positively influencing the behavior of the resident.
- Essential Caregivers may not visit during outbreak situations in the facility or when the resident being provide essential care has tested positive or is symptomatic for COVID-19.
- The resident or guardian will determine who they want to designate as their EC.
- Residents do not have to be vaccinated to participate in the EC program.
- The resident may designate more than one EC to split their time in the facility based on the needs of the resident.
- ECs must be screened and COVID-19 tested according to the current facility staff frequency. The EC must also receive training by GSH staff on proper infection control prior to providing essential care to the resident.
- ECs must be 16 years of age or older.

Essential Caregivers Guidance

- EC visit times are 10:00 am – 12:00 pm, 1:00 pm – 3:00 pm, and 4:00 pm – 6:00 pm every day.
- Only one EC will be allowed with the resident at a time.
- Each resident will be allowed 1 EC visit per day.
- The EC will maintain a distance of at least 6 feet from other residents and staff and wear appropriate PPE when they are in the facility.
- The EC will be required to receive COVID-19 testing at the same frequency as facility staff during designated testing times.
- The EC will be screened upon arrival to the facility using the same process as facility staff.
- The EC will receive training on proper infection control prior to providing essential care to the resident.
- The EC will provide care and support in the resident's room or in a facility-designated area. The EC must limit movement in the facility and ensure separation from other residents in shared rooms by use of curtains or partitions.
- The EC may take residents outdoors, while wearing appropriate PPE. The resident should wear a facemask, as tolerated. It is not recommended that the EC take the resident off campus. If the EC takes the resident off campus, the resident or resident representative will need to sign an AMA (Against Medical Advice) form prior to leaving.
- If the EC fails to follow appropriate use of PPE, social distancing from other residents and staff, other COVID-19 related rules, or any other facility policies, the facility may restrict or revoke EC visits. Facility staff will first discuss the violation and the necessary corrective action with the EC and resident prior to instituting any restriction or revocation of EC visits.

Essential Caregivers Contact Information

- To begin the process of becoming an EC, please contact Katie Bowen at extension 4214.