

Visitation – Frequently Asked Questions (FAQs)

What guideline(s) dictate visitation?

- Visitation guidelines are based on guidance provided by the Centers for Medicare and Medicaid (CMS) and New York State Department of Health (NYSDOH). Of significance, whenever the guidance by both agencies do not align, the facility will use the more stringent, usually that of NYSDOH.

How will I know when the facility is open for visitation?

- The facility will post updates on its website (www.nmrehab.org)
- You may contact the facility directly for visitation inquiries – (1-212-426-1284)
- The facility will also notify you within 24 hours if there are any changes via a robo call.

What is the procedure for scheduling a visit?

- Visits will be made in advance and scheduled online via the facility's website or by Therapeutic Recreation, Social Services, Nursing and/or Administration representatives via phone.

How long do each visit last?

- Visitation time slots are in 45-minute increments in an effort to accommodate as many families/representatives as possible. You may be allowed additional visits based on availability. The facility will make every effort to accommodate your needs.

How many people can visit at a time?

- The current number of people that can visit per session is two (2). Any child age 16 and younger must be accompanied by an adult age 18 and older.

Where will visitation take place?

- Per CMS and NYSDOH, **outdoor visitation is the preferred method**
- Visits may also occur indoors in a supervised area (main dining room on the ground floor)
- In residents' rooms based on resident's individual needs and health status to meet their physical, mental, and psychosocial well-being.

What do I need to do to prepare for a visit?

- Arrive at facility approximately 10 minutes before scheduled visit in order to check-in and complete Covid-19 health screening.

What are the expectations of the visitor while visiting?

- Visitor will wear a mask or face covering that covers the nose and mouth for the entire duration of the visit (facility will provide mask if you do not have one)

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- Visitor will wash hands with alcohol-based hand sanitizer before and after visit (easily accessible at facility)
- Visitor must maintain social distancing of at least 6ft (unless both resident and visitor(s) are fully vaccinated)
- If visiting in the resident's room, face mask or face covering required. Additionally, gowns may be required. Unit staff will provide education and guidance for use.

Are there any situations where a resident may not qualify for regular visitation?

- 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.
 - Facility will facilitate virtual and/or compassionate care visits as indicated

What is the facility doing to promote safe visitation and protect my loved one from getting Covid-19?

- In accordance with CMS and NYSDOH guidelines, the facility will:
 - Enforce the core principles of Covid-19 infection prevention
 - Screening of all who enter the facility for signs and symptoms of COVID-19 (e.g., temperature checks, questions or observations about signs or symptoms), and denial of entry of those with signs or symptoms
 - Hand hygiene (use of alcohol-based hand rub is preferred)
 - Face covering or mask (covering mouth and nose)
 - Social distancing at least six feet between persons
 - Instructional signage throughout the facility and proper visitor education on COVID19 signs and symptoms, infection control precautions, other applicable facility practices (e.g., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
 - Cleaning and disinfecting high frequency touched surfaces in the facility often, and designated visitation areas after each visit
 - Appropriate staff use of Personal Protective Equipment (PPE)
 - Limit the movement of people in the building
 - For example, visitors should not walk around different halls of the facility. Rather, they should go directly to the designated visitation area or resident's room. Visits for residents who share a room may not be conducted in the resident's room, but rather, in a designated area.
 - Limit the number of visitors per resident at one time and limit the total number of visitors in the facility at one time (based on the size of the building and the physical space)
 - Schedule visits for a specified length of time to help ensure *all* residents are able to receive visitors
 - Utilize county positivity rates to facilitate safe indoor visitation
 - To the extent possible, assign staff to designated units in an effort to limit movement between units

How will I know when there are Covid positive cases in the facility?

- The facility will contact you via a robo call within 24 hours of a Covid-positive case, regardless of whether it is a resident or staff
- The facility may post updates on its website
- You may contact the facility directly for related inquiries at 1-212-426-1284.

How does a Covid-positive case affect visitation?

- When there is a Covid-positive case (staff or resident), the facility will suspend all indoor visitation and perform Covid-testing for all staff and residents, per requirement
 - If there are no additional positive cases in other areas/units of the building, with the exception of unit/area of origin, then indoor visitation will resume.
- Outdoor visitation may continue to occur, weather permitting.
- The area/unit where the Covid-positive case was identified will be closed for 14 days
 - These residents may receive virtual and/or compassionate care visits as indicated

What is compassionate care visitation?

- Personal caregiving provided in anticipation of the end of the resident's life or in the instance of significant mental, physical, or social decline or crisis
- Compassionate caregiving is permitted, regardless of restrictions on regular visitation, during a declared public health emergency.
 - Please contact facility to inform us of when you'd like to visit so that we can make all appropriate arrangements.

Are visitors required to get a Covid-19 test before visiting?

- Visitors are required to submit a Covid-19 negative test result within 72 hours of the scheduled visit (regardless of the vaccination status).

Are visitors required to get a Covid-19 vaccine in order to visit?

- While it is not a requirement to get a Covid vaccine in order to visit your loved ones, we encourage you to get vaccinated in order to protect yourself and your loved ones from getting Covid-19 infection.

Are there any special accommodations for residents and families/representatives who are fully vaccinated (≥ 2 weeks following receipt of the 2nd dose in a 2-dose series, or ≥ 2 weeks following receipt of 1 dose of a single-dose vaccine)?

- If both the resident and the visitor(s) are fully vaccinated and the resident and visitor(s) are alone in the designated visitation area, the resident and visitor(s) may choose to have close contact (including touch) without a mask or face covering.
- If the resident is fully vaccinated, they can choose to have physical contact with unvaccinated visitor providing both are wearing masks and perform hand hygiene before and after.

What happens if I don't follow the guidelines as set forth by CMS, DOH and the facility?

- Visitors who are unable to adhere to the core principles of COVID-19 infection prevention will not be permitted to visit or will be asked to leave.