

Welcome Nursing Home Visitation Policy

PURPOSE:

The purpose of this Policy is to provide guidance to Welcome Nursing Home residents, staff, and visitors regarding a resident's rights to receive visitors and the reasonable restrictions and limitations that may be imposed based on clinical or safety considerations. Any visitation restrictions or limitations permitted by the policy are solely to ensure the continued safety and wellbeing of all residents, staff, and visitors.

SCOPE:

This Policy applies to all residents, staff, and visitors of Welcome Nursing Home with respect to visitations within the Welcome Nursing Home facilities.

POLICY:

Welcome Nursing Home is committed to providing a safe environment for its residents, staff, and visitors. Welcome Nursing Home respects each resident's right to receive visitors of their choosing at the time of their choosing, subject to the resident's right to deny visitation when applicable, and in a manner that does not unduly disturb other residents or interfere with the operation of Welcome Nursing Home. The personal safety of all residents, staff, and visitors shall be a priority.

PROCEDURE:

1. A resident has the right to receive visitors of their choosing at the time of their choosing. A resident may choose to deny visitation at any time. Without limitation, a resident's visitation rights include the right to visit with a spouse, domestic partner, another family member, or a friend.
 - a. Resident shall have immediate access by any representative of the Secretary of Health and Human Services, State of Ohio, Ohio long-term care ombudsman, the protection and advocacy system designated by the State of Ohio, and the agency responsible for the protection and advocacy system for individuals with mental disorders, the resident's individual physician, or the resident's representative.
 - b. Resident shall have immediate access by immediate family and relatives, subject to resident's right to deny or withdraw consent at any time.
 - c. Resident shall have immediate access by others who are visiting with the resident's consent, subject to reasonable clinical and safety restrictions and the resident's right to deny or withdraw consent at any time.
 - d. Resident shall have reasonable access by an entity or individual that provides health, legal, or other services to the resident, subject to the resident's right to deny or withdraw consent at any time.
2. Visitors may visit at any time. However, visitors are encouraged to visit during open visitation hours (7am to 7pm daily) out of consideration for the privacy of all residents and to not interfere with the scheduled personal care, sleep time, and activities of residents. Visitors arriving outside of the open visitation hours must use the doorbell to gain access to the Welcome Nursing Home facilities.
3. Visitors shall sign in and sign out at the AccuShield electronic stations.
4. A resident may entertain visitors in their rooms or in designated common areas. There will be no time limit placed on the length of a visit, except by the resident.
5. The privacy of a resident with visitors shall be respected during visits.
6. If a resident has a roommate(s), visits should be planned to not infringe on the privacy of the roommate.
7. No visitor shall be restricted, limited, or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
8. All visitors shall enjoy full and equal visitation privileges consistent with resident preferences.

Safety Limitations and Restrictions

Abusive Behavior

Abusive behavior will not be tolerated within Welcome Nursing Home facilities. Examples of abusive behaviors that are a threat to the safety of residents, staff, and other visitors include the following:

- Physical assault or harm to another
- Throwing objects
- Criminal activity
- Verbal harassment
- Abusive or foul language
- Inebriated or disruptive behavior
- Threats
- Failure to respond to staff instructions
- Abuse, exploitation, or coercion of a resident

Staff shall immediately notify local law enforcement (call 911) and management if there is a concern for resident, staff, or visitor safety or a threat has been made by a visitor toward residents, staff, or other visitors. Assaults against residents, staff, or other visitors may result in a felony conviction.

Visitation Limitations due to Abusive Behavior

In the event that a visitor demonstrates abusive behavior, Welcome Nursing Home reserves the right to place reasonable restrictions and limitations on such visitor, including but not limited to:

- Require a security escort for the duration of a visit.
- Permit visits in only private spaces and/ or the resident's room.
- In cases of repeated incidents of abusive behavior or incidents where law enforcement is dispatched due to a visitor's abusive behavior, Welcome Nursing Home may pursue a protective order or other legal action against the visitor.

Staff Processes

Staff shall document each instance of abusive behavior by a visitor. Staff shall initiate a conversation with the resident regarding any restrictions or limitations placed on the visitor. Staff shall also document the date, time, and summary of the resident conversation that demonstrates that the resident was advised of the restrictions or limitations on the visitor.

Clinical and other Limitations and Restrictions

Resident visitation may be restricted or limited under the following circumstances:

- Pursuant to the request of the resident.
- A physician order to temporarily limit visitation due to medical necessity.
- Upon guidance from the Ohio Department of Health or local health authority.

In such circumstances, resident visitation restrictions and limitations may include but not be limited to:

- Permit visits in only private spaces and/ or the resident's room.
- Measures recommended by the Centers for Disease Control and Prevention, Ohio Department of Health, or local health authority.
- Temporary pause on visitation as recommended by the Ohio Department of Health or local health authority, except with respect to compassionate care visits as set forth below.

Compassionate Care Visits during an Epidemic, Pandemic, or other State of Emergency

1. A compassionate caregiver is an individual who provides in-person visitation to a resident in compassionate care situations.

2. Compassionate care situations include, but are not limited to: (a) the resident's end of life, (b) the resident was recently admitted and is struggling with the change in environment and lack of physical family support, (c) the resident is grieving a loved one's recent passing, (d) the resident is experiencing weight loss or dehydration and needs cueing and encouragement when eating or drinking, (e) the resident is experiencing emotional distress from isolation, as demonstrated by behavioral changes, and (f) the resident is in transmission-based precautions for a disease or illness.
3. During an epidemic, pandemic, or other state of emergency, a compassionate caregiver shall be permitted to enter Welcome Nursing Home facilities to provide in-person visitation to a resident in compassionate care situations. Compassionate caregivers may be required to schedule compassionate care visits with Welcome Nursing Home in advance, except for end of life visits.
4. Before entering Welcome Nursing Home facilities, a compassionate caregiver must (a) undergo a screening to ascertain exposure to a contagious disease or illness and disclose any symptoms, at the discretion of Welcome Nursing Home, (b) provide a valid form of identification, (c) use all appropriate personal protective equipment, and (d) provide their current telephone number and address, except in an emergency.
5. The compassionate caregiver may only visit the resident in the resident's room or designated visitor space. The compassionate caregiver shall not have access to other areas of the facilities.
6. Welcome Nursing Home shall provide hand sanitizing stations and alcohol-based hand sanitizer in accessible locations.
7. If a resident displays a substantial change of condition indicating that end of life is approaching, then at least two visitors per resident shall be permitted to visit for a minimum of two hours. Visitors shall be permitted longer visits if the resident's death is imminent.
8. Welcome Nursing Home shall inform compassionate caregivers, family members, and other interested individuals about the right to contact the office of the state long-term care ombudsman program if there are concerns about access to the facility and its residents.