

# Acadia Center for Nursing + Rehabilitation

## Administration Policy and Procedure

### Policy: Personal and Compassionate Caregiving Visitors

Effective: June 15, 2021, Nov 14, 2022

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#### **POLICY:**

Acadia Center will provide access to any resident or visitors of their choice, included but not limited to immediate family or other relatives of the resident and any others who are visiting with the consent of the resident.

#### **PROCEDURE:**

#### **Resident Designating Personal and Compassionate (CCV) Caregivers**

**Definition:** A “personal caregiving visitor” means a family member, close friend, or legal guardian of a resident designated by such resident, or such resident’s lawful representative, to assist with personal caregiving or compassionate caregiving for the resident. Personal caregiving is defined as care and support of a resident to benefit such resident’s mental, physical, or social well-being.

Existing residents will have the opportunity to designate individuals to serve as their personal and/or compassionate caregiver during declared local or state health emergency by DATE.

Residents will be entitled to designate two personal or compassionate caregivers at one time.

To ensure designated PCV or CCV remains accurate, Acadia Center will update designated personal and compassionate caregiver information in the EMR:

1. On admission
2. Every six months
3. Change of condition

#### **Frequency and Duration of Personal Caregiving Visitor**

1. Acadia Center will determine frequency and durations based on the resident’s clinical or personal care needs.
2. In the event of a roommate, facility will stagger the visits to ensure the roommate has adequate privacy and space to receive care.
3. The facility will have sufficient staff to effectively screen and ensure infection control protocols are followed.
4. The facility will have sufficient supply of necessary PPE for all Personal Caregiving Visitors

#### **Infection Control for Personal Caregiving Visitor**

1. Acadia Center will provide Personal Caregiving Visitor appropriate PPE for visit, and the visitor will be required to wear appropriate PPE upon entry to the facility.

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2. Body temperature will be checked upon entry into the facility. Visitor will be denied access with a temperature above 100 degrees Fahrenheit.
3. Health screen will be conducted on all Personal Caregiving Visitor upon entry into Acadia Center. Rapid COVID-19 testing will be provided at no cost by facility.
4. Except to provide personal care, visitor will be required to social distance during visitation.

### **Personal Caregiving Visitor that poses a threat of serious physical, mental, or psychological harm to a resident.**

1. Acadia Center will document date of, and reason for, visitation refusal in resident's chart
2. Facility will communicate to the resident and designated representative the decision not to allow visitation on same day of refusal.
3. Facility will refuse access or remove from the premises any personal caregiver visitor who is causing, or reasonably likely to cause, physical injury to any facility resident or personnel.

### **Personal Caregiving Visitor (PCV) Restrictions**

1. Acadia Center will get written statement from the outside providers (Physician, RN, Licensed, Certified Social Worker, Psychologist, and Psychiatrist) in the event the facility has documented and has reasonable cause that resident will not benefit from Personal Caregiving Visitor. This written statement from the provider will be maintained in the resident file.
2. Acadia Center will suspend Personal Caregiving Visitor if a public health emergency is declared due to communicable disease. Acadia Center will communicate with the Department of Health to determine if local infection rates are a level that presents serious risk of transmission.
3. If Acadia Center is experiencing temporary inadequate staffing, they shall alert the Department of Health that the facility has temporary inadequate staffing.
4. In the event of an acute emergency situation, ex. loss of heat; any temporary loss of essential service, they shall notify the Department of Health.

In the event of a suspension of visitation, Acadia Center shall notify the residents, the caregiving visitors, and the Department of Health Regional Office within 24 hours of visitation suspension. Acadia Center will also, for each day of suspension, submit documentation of the specific reason for the suspension in Administrative Records.

During the suspension, Acadia Center will provide assistance to the residents to engage in remote visitation via telephone, ZOOM, window visits, ect. until the suspension has ended.

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### **Compassionate Caregiving Visitor**

**Definition:** Resident experiencing long term or acute physical, mental, or psychosocial health conditions for which in the opinion of the resident, their legal representative, or healthcare professional a Compassionate Caregiving Visitor would improve resident quality of life. The resident or their representative will designate at least two (2) Compassionate Caregiving Visitors at one time and facility will record designation in the residents' EMR. The Personal Caregiving Visitor can also be the Compassionate Caregiving Visitor.

### **Residents Allowed Compassionate Caregiving Visitor**

1. End of life situations;
2. Residents recently admitted to the facility;
3. Residents grieving from recent loss of friend or family;
4. Resident needs cuing and encouragement with eating or drinking due to family or caregiver previously provided and resident is experiencing weight loss or dehydration;
5. Resident who is experiencing emotional distress;
6. Compassionate Caregiving Visitor shall be permitted at all times, except for the following instances:
  - a. Temperature is greater than 100 degrees Fahrenheit;
  - b. Health screen shows signs and symptoms of communicable disease subject to the declared public health emergency;
  - c. Not adhering to hand hygiene protocols before and after resident contact.