

Visitation, Communal Dining and Activities Guidelines

To our residents and family members,

We want to provide you with an update regarding our facility's visitation guidelines. *The safety and wellbeing of our residents, employees and our visitors is our top priority.* We are doing what we can to limit the spread of COVID-19 within the facility. Please see the following visitation guidance:

1. **We do not restrict any visitations at this time.** In an event of an outbreak, we will provide notification regarding the facility's updates and any changes in our visitation guidelines. We will allow in person visitations regardless of the visitor's vaccination status. We also have virtual communications available in an event that a family member is unable to visit their loved ones.
2. **We encourage that general visits be pre-arranged** to provide our team sufficient time to ensure that all preparations needed for your visit have been completed such as disinfection and cleaning of designated visitation areas, and replenishing of our PPE supply and other sanitation needs. **Please call our facility to schedule your visitation and our receptionist can assist you with any inquiries you may have on how to book your visitation appointment.** *Any visitor entering the facility, regardless of their vaccination status must be screened for fever and COVID-19 and or other respiratory symptoms, wear appropriate facial covering and perform hand hygiene in the facility. We would require all of our visitors to comply with our infection prevention and control program to ensure the safety of our residents, employees and our visitors as well.* We require the following from all of our visitors:
 - a. **FOR UNVACCINATED AND PARTIALLY VACCINATED VISITORS SEEKING INDOOR VISITATION:** Visitors must show documentation of a negative COVID-19 test (either an antigen test sample taken within the last 24 hours or a PCR test sample taken within the last 48 hours) reflecting where and when the specimen collection occurred. **A copy of the test result must be presented for verification upon entry to the facility and prior to visiting the patient. If a recent COVID-19 test result is unavailable, we offer COVID-19 antigen testing in our facility at no cost.**

Per the *CDPH Guidance for Vaccine Records Guidelines & Standards*, only the following modes may be used as proof of vaccination:

- COVID-19 Vaccination Record Card (issued by the Department of Health and Human Services Centers for Disease Control & Prevention or WHO Yellow Card) which includes name of person vaccinated, type of vaccine provided, and date last dose administered); OR
- a photo of a Vaccination Record Card as a separate document; OR
- a photo of the client's Vaccination Record Card stored on a phone or electronic device; OR
- documentation of COVID-19 vaccination from a healthcare provider; OR
- digital record that includes a QR code that when scanned by a SMART Health Card reader displays to the reader client name, date of birth, vaccine dates and vaccine type.

- b. **FOR VISITORS WHO VISIT FOR MULTIPLE CONSECUTIVE DAYS:** a proof of negative COVID-19 test result is **only required every THIRD DAY.** Visitors may be asked to take a photo of the antigen test card of a specimen collected on site reflecting the date of testing, full name and test results to provide a personal record of the completed antigen testing.
 - c. **FOR UNVACCINATED AND PARTIALLY VACCINATED VISITORS WHO HAVE RECENTLY RECOVERED FROM COVID-19 WITHIN THE PRIOR 90 DAYS FROM THE TIME OF VISIT:** a documentation or proof of recovery from COVID-19 may be presented in lieu of testing.
 - d. **FOR RESIDENTS WHO ARE UNABLE TO LEAVE THE ROOM OR OTHERWISE MEET VISITORS OUTDOORS:** visitation may take place indoors even if proof of vaccination and or test is unavailable. An on-site antigen testing at no cost may be conducted prior to entry to the resident care unit. These type of visits may not take place in common areas such as the dining room/activity room/conference room.
 - e. **Regardless of the vaccination status, all visitors must be screened accordingly before seeing their loved one and all residents must maintain compliance with the facility's infection prevention and control precautions with emphasis on proper masking and PPE use.** PPE supplies are available at any time within the facility and may be provided upon request. **Upon entry, we require that all visitors be screened by the front desk for fever and a completion of a symptom based questionnaire which includes but is not limited to an inquiry on COVID-19 vaccination status, recent exposure and recent travel.** *If a visitor is symptomatic upon screening or has been in close contact with a confirmed positive case, the facility would have to reschedule the visit and a follow up from our Infection Preventionist will be completed. Please be informed that further information may be requested for the purpose of contact tracing.*
 - f. **Proper PPE use is required at all times during the visitation in all areas in the facility especially our resident care areas.** A medical grade or surgical mask/respirator will be provided post screening if/when needed. **Regardless of the vaccination status, proper PPE use must be observed at all times.** We currently require proper masking for all staff and visitors that come to the facility regardless of vaccination status. **We may ask a visitor/s to leave the facility's premises and or prohibit entry for any visitor/s that will refuse and or be observed non-compliant with our infection prevention and control guidelines.**
 - g. For all initial visits, a brief orientation and information sheet may be provided upon request post screening to ensure that we are able to provide all necessary resources for all visits.
3. *For compassionate care visits such as end-of-life care, those who are visiting a resident in critical condition when death may be imminent and or designated essential caregivers, please feel free to call the facility to inform us of your visit so we may make arrangements as necessary.*
 4. **All visitors should maintain 6 feet or more of physical distancing.** Fully vaccinated visitors of fully vaccinated residents may have brief, limited physical contact with the resident without a mask on during in room visitation (e.g. brief hug, holding hands) if/when all individuals in the room are fully vaccinated. **For fully vaccinated residents and visitors/family members that use the outdoor patios for therapeutic stay or visitation, we may allow our resident and said visitors/family members to have their mask off with physical contact maintaining a minimum of 6 ft. distance from other residents and visitors/family members.**

5. **ALL RESIDENTS ACROSS ALL FLOORS.** Temporarily, we only allow a maximum of **TWO (2) visitors per resident at a time for in room visitation** to ensure appropriate social distancing and following our occupancy limit for the duration of the visit. Applicable personal protective equipment (PPE) is required during the visit.
6. **RESIDENTS IN GREEN ZONE/COHORT.** (Residents who do not present with any symptoms and have been testing negative with the facility COVID-19 testing, COVID-19 recovered residents and those that have completed quarantine/isolation). Larger visits for residents who share a room will be conducted in a separate designated visitation area in one of our available outdoor patios or an assigned space in the dining/activity room if/when available following the area's occupancy limit. If/when possible, we may allow in room visits with the roommate not present in the room. Please feel free to inform us of any accommodations you may need and we will gladly assist you.
7. **RESIDENTS IN BLUE ZONE/COHORT AND YELLOW ZONE/COHORT.** (New admissions, readmission under observation and PUIs or those that were recently exposed from COVID-19). Full personal protective equipment (PPE) will be provided and must be worn before entering the room and must be maintained for the duration of the visit. We offer and have virtual communications available at any time for family members and or friends that would like to connect with their loved ones. Please feel free to inform us if any other accommodation is needed and we will assist you with necessary arrangements.
8. **RESIDENTS IN RED ZONE/COHORT.** (Active COVID-19 residents) In person visitation may be allowed for residents in isolation due to an active COVID-19 diagnosis. Full personal protective equipment (PPE) will be provided and must be worn inside the room for the duration of the visit. We also offer and have virtual communications available at any time for family members and or friends that would like to connect with their loved ones.
9. **Note: All transportation personnel excluding EMS must wear a surgical mask/respirator and eye protection when coming in to resident care areas when applicable/as indicated (1st, 2nd and 3rd floor). PPE supplies will be provided upon entry to the facility post check in and screening. We encourage frequent hand hygiene and increased disinfection of transportation gurney and supplies. EMS are not required to be screened but must wear a mask when coming into the facility.**
10. **Special circumstances.**
 - a. Children of ages 12 and below may be allowed entry and must be supervised at all times. No COVID-19 testing will be required for visitors of ages 12 and below but we encourage that children be assisted with hand hygiene, respiratory hygiene and maintaining social distancing;
 - b. Visitors may be allowed to bring food for the resident but must check in at the nurse's station to ensure that the food is safe for the resident to consume such as if it is clinically appropriate as the care team needs to consider any applicable dietary restrictions. Due to the risk of possible food borne illness, we encourage that food brought in must be for immediate and or same day consumption only. Please contact the facility for guidance for non-perishable items.

- c. We only allow sleepovers/overnight stay for ONE (1) compassionate care visitor;
- d. Out on pass with family members/designated caregivers have resumed and may be allowed. We encourage residents and family members to observe best infection prevention and control practices regardless of vaccination status;

Please see our visitation hours and visitor occupancy limit. We are open for visitation 7 days a week with the following visitation hours:

7:00 AM to 7:00 PM

Note: Please be informed that we do not have any restrictions for visitation. In order for our care team to be able to provide the best services during your visit, we ask that all visits be pre-arranged when possible and that all inquiries be forwarded to our team so we may further provide guidance and assistance prior to your visit. We also ask that movement within the facility be limited to the resident's room to whom you are visiting and or the designated visitation area.

Group Activities, Communal Dining and Use of the facility's Dining Area

Our facility had resumed the use of the dining area in all floors for communal dining. The facility offers the use of the dining area to all residents in the green and blue cohort. Please be informed that our facility has an increased **occupancy limit of sixteen (16) in the dining area**. *Residents may have their masks off during group activities if all of the individuals present in the room are fully vaccinated.* Kindly let us know if there are any dining arrangements that you and your family member would like to request and we will be glad to be of assistance.

Resident Activities and Use of the Outdoor Patios

The facility values the well-being of our residents and in an effort to ensure that we are able to continue to provide the utmost care to our residents, we have increased our schedule of activities. We have recently opened our activity and dining room area for our upcoming major holiday celebrations, resident centered celebrations such as birthdays and religious events. Due to the safety precautions we must observe during these times, we have implemented specific guidelines to ensure that we maintain the best infection prevention and control practices in the facility such as **observance of the occupancy limits (currently at 40 in the lower level dining room and 16 in the 2nd & 3rd floor dining area)**, usage of the sanitation areas and maintaining staff supervision during residents' use.

In addition, we offer our outdoor patios for therapeutic use to assist in our residents' holistic recovery. Kindly inform our staff if you wish to use our outdoor patios so we may further assist you and ensure that we provide all the resources our residents will need during their stay in the facility's rooftop. We may prohibit the use of our outdoor patios for safety reasons such as unsafe weather conditions and facility repairs or maintenance.

We ask that you notify us and email our Infection Preventionist at Franchette.Almario@sunnyhillshc.com or you may call at 714-992-5701 if you develop any respiratory and or COVID-19 related signs and symptoms and/or have a positive test within 14 days of visiting the facility.

To ensure that the best infection prevention practices are observed and that all infection control measures are maintained in the facility, we are encouraging that all indoor and outdoor visitations be pre-arranged. And as we continue to extend our efforts in keeping our residents and our staff safe, we ask that all visitors observe applicable precautions within the facility. Feel free to ask our care staff if you have any questions, need for clarifications and or assistance with any implemented in room precautions (refer to the sample signage below for indicated precautions that may be applicable during your visit). We greatly appreciate your patience and understanding. We kindly ask that you share this information to other visitors of your family member, who is currently under our care that may wish to visit to ensure that we are able to continue to cater to our residents and visitors needs during their visit.



We are committed to doing everything we can to protect your loved ones and our employees. Please feel free to contact us by calling the facility with any questions or you may send your inquiries to our Administrator Marie Lopez-Dee at Marie.LopezDee@sunnyhillshc.com and our Infection Preventionist Franchette Almario at Franchette.Almario@sunnyhillshc.com. Thank you for supporting these efforts.