

CANTERBURY WOODS			Program Application: Oxford Village
Section: Resident Rights and Organization Ethics		Policy #:	
Issue Date: 07/14/20	Revision Date: 11/15/21	Prepared By: Isadore A. DeMarco, Administrator	
Approved By: Leadership Team		Approval Date: 07/14/20	
Policy Subject: VISITORS - COVID-19 VISITATION			Page 1 of 3

I. GENERAL STATEMENT:

Relatives and friends are encouraged to visit residents in accordance with COVID-19 guidelines.

II. IMPLEMENTATION:

Administration

III. PROCEDURE:

- A. Individuals who have tested positive for COVID-19, have symptoms of COVID-19, or currently meet the criteria for quarantine, will Not be permitted in the facility.
- B. Upon entering Canterbury Woods, all visitors will register and complete a Health screening through our AccuShield computer kiosk system. The Health screening includes a series of questions to answer and a temperature check.
- C. Visitors must wear a mask at All times, completely covering their nose and mouth.
- D. Visitors under the age of 18 must be accompanied by someone over the age of 18.
- E. Visits will continue to be conducted in the resident's room.
- F. Perform hand hygiene before and after the visit. Hand hygiene stations are available for use.
- G. Visitors are Not permitted to visit in common spaces (i.e., hallways, lounges, dining room, etc.).
- H. A fact sheet outlining Visitor expectations, including appropriate hand hygiene and face covering will be provided at the Trafalgar Reception Screening Area and available in the Oxford Village Reception area.
- I. If visitors do not comply with expectations they will be excused from the visit.
- J. Compassionate Care Visits - are permitted when visitation may not otherwise be permitted in accordance with the Department's current visitation guidance. Compassionate Care visits may include:
 - o Newly admitted residents with difficulty adjusting to the facility environment and lack of in-person family support.
 - o Residents recently grieving the loss of a friend or loved one.
 - o Residents who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.

- Residents who are exhibiting signs and symptoms of emotional distress including, but not limited to, seldom speaking, or crying more frequently (when resident had rarely cried in the past), refusing to participate in an activity or activities, staying in bed longer than usual, or exhibiting behavior considered abnormal for the individual.
- Residents who receive religious or spiritual support from clergy or another layperson.

Validation for Compassionate Care visits will be documented in the resident(s) medical record and plan of care.

IV. REVISION DATE SUMMARY:

09/17/20
 10/05/20
 02/26/21
 03/03/21
 03/26/21
 05/24/21
 06/23/21
 07/08/21
 11/15/21

November 15th, 2021

Dear Family Members and Friends,

Oxford Village Policy on resident visitation has changed. The process and rules for visitation are as follows:

- Scheduled visits are **No longer Required**.
- **Individuals who have tested positive for COVID-19, have symptoms of COVID-19, or currently meet the criteria for quarantine, should Not enter the facility.**
- Upon entering Canterbury Woods, all visitors will continue to proceed to the Main entrance of the community. They will enter the Main entrance and register through our AccuShield computer kiosk system. This Health screening includes a series of questions to answer and a temperature check. Once the questions are answered appropriately, they will receive a name badge sticker. **They will Not be allowed into the visitation area without this sticker**. Should they answer any of the questions inappropriately or have a temperature over a 100 degrees they will be asked to leave the property.
- Visitors will then exit the main entrance and drive around to Oxford Village parking lot.
- After **4:00PM**, we ask for visitors to walk from the Main entrance following the Health screening thru Trafalgar Village to Oxford Village for visitation, as the **Oxford Village Entrance is Closed after 4:00PM**.
- Visitors must wear a mask at All times, completely covering their nose and mouth.
- Visitors under the age of 18 must be accompanied by someone over the age of 18.
- Visits will continue to be conducted in the resident's room.
- Perform hand hygiene before and after the visit. Hand hygiene stations are available for use.
- Visitors are Not permitted to visit in common spaces (i.e., hallways, lounges, dining room, etc.).

Our priority continues to be the same as yours, the continued health and safety of your loved ones.

Please respect the process and rules.

Thanks again for trusting us in the care of your loved ones and your patience as we continue to navigate this difficult situation together.

Please feel free to contact me if you have any additional questions; (716) 929 – 5150.

Sincerely,

Isadore A. DeMarco MSN, LNHA

Administrator

Canterbury Woods

CANTERBURY WOODS

Oxford Village Visitor/s Expectations:

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Thank you.