

VISITATION GUIDELINES

Per the [state's Emergency Order](#), limited visitation is allowed under certain criteria and is determined by the length of time since the facility last had a COVID-19 positive patient, resident or staff member. Visitation is defined within this rule as visits by an essential caregiver, a compassionate visit or a general visit.

Essential Caregivers and Compassionate Care Visitors

If a facility has had a COVID-19 positive patient, resident or staff member within the past 14 days, the Emergency Order ONLY allows for a visit from an *Essential Caregiver* or a *Compassionate Care Visitor*.

Essential caregivers are those who have been given consent by the resident or his or her representative to **provide services and/or assistance with activities of daily living (bathing, dressing, feeding, toileting)** to help maintain or improve the quality of care or quality of life for a facility resident. Essential caregivers include persons who provided services before the pandemic and those who request to **provide these services on a daily basis**.

Compassionate care visitors provide emotional support to help a resident deal with a difficult transition or loss, upsetting event or end-of-life. Compassionate care visitors may be allowed entry into facilities on a limited basis for these specific purposes.

- Essential caregivers and Compassionate care visitors must be designated in advance. Two per patient/resident can be designated.
- Once a compassionate caregiver has visited the resident in person, they cannot be removed from the list and replaced with someone else.
- Only one designated visitor is allowed at a time.
- Visits will be scheduled for one hour per week to allow as many families to see their loved ones as possible. Families can schedule two visits at a time up to one week in advance.
- Visitors must complete training when they arrive the first time (this is included in the one-hour visit)
- Visitors must have surgical masks and any other PPE required by the CDC (Brooks will provide this for each visitor)
- Visitors are NOT required to have a negative COVID-19 test before visiting
- If a patient/resident is in quarantine for COVID-19, or on contact isolation for any reason, they are not allowed to have in-person visitors.

General Visitation

Once there are no new COVID-19 cases in the facility for 14 days, general visitation may begin.

- Each patient/resident or his or her representative may designate up to five (5) general visitors.
- A resident may be visited by no more than two (2) general visitors at a time.
- Visits will be scheduled for one hour per week to allow as many families to see their loved ones as possible. Families can schedule two visits at a time up to one week in advance.

General visitors must also:

1. Be 18 years of age or older;
2. Wear a face mask and perform proper hand hygiene;

3. Sign a consent form noting understanding of the facility's visitation and infection prevention and control policies;
4. Comply with facility-provided COVID-19 testing, if offered;
5. Visit in a resident's room or other facility-designated area; and
6. Maintain social distance of at least six feet with staff and residents, and limit movement in the facility.

At any point, a facility may shift between allowing Essential/Compassionate caregivers to General Visitation and vice versa, depending on the time since the last COVID-19 case. Our schedulers will know on any given day which facilities are following which schedule.

To Schedule a Visit

In-person visits:

- In-person visits will be available seven days a week through Oct. 4: Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. and Tuesdays, Thursdays and Saturdays from 10:30 a.m. – 5 p.m.
- Starting Oct. 4, visits will be available Monday, Wednesday, Friday and Sunday from 10:30 a.m. - 7 p.m.
- To schedule in-person visits, please call (904) 990-6186 on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. or send an email to BrooksAgingServices@Brooksrehab.org.

Virtual or Window visits:

- Facetime or Zoom virtual visits are available Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. with the final call starting at 6:30 p.m. Each call will last for 30 minutes.
- Window visits can be scheduled Mondays, Wednesdays, Fridays and Sundays from 10 a.m. – noon and 5:30 - 6:30 p.m. for approximately 20 minutes each.
- If you would like to schedule a virtual or window visit with your loved one at any location, please call (904) 990-6186 on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. or send an email to BrooksAgingServices@Brooksrehab.org.