



## Visitation Policies and Procedures effective November 15, 2021

### Disclaimers:

- *Holly Hall reserves the right to update this policy without adequate advanced notice due to COVID-19 activity in the area and the guidelines set by and regulations it must follow from the CDC, CMS, Texas Health and Human Services Commission, and its Medical Director. These policies and procedures will be in effect until further notice and are subject to change without advanced notice due to how quickly the status of COVID-19 can change.*
- *Holly Hall reserves the right to cancel any visitation appointments without adequate advanced notice due to the visitation regulations it must follow, inclement weather, or resident condition and to adjust the visitation schedule as necessary.*
- *All residents, staff, and visitors remain at risk for contracting COVID-19, regardless of individual vaccination status. Visitors will put their loved ones at risk when visiting under these guidelines. Holly Hall is not responsible should a visitor or resident become sick after a visitation appointment.*
- ***Violations to these policies and procedures could result in the loss of visiting privileges.***

### Visitation Guidelines

- Visitation may happen at anytime seven days a week.
  - There are no limits on:
    - The length of each visit,
    - How many visits each resident can have per day,
    - The age of any visitor, and
    - The number of visitors in the resident's room at a time, so long as there is room for social distancing.
  - Established visiting hours are 9:00 am to 8:00 pm, as the Administration Lobby is locked at 8:00 pm daily. After-hours visitors must enter the building in the Healthcare Lobby.
- Visitors cannot linger, meet, or enter in any other location on property, including another resident's unit.
- Visitors must wear a facemask and the visitor identification badge the entire time while on the Holly Hall campus.
- Visitors should practice social distancing while on campus.
- All visitors must sign in and out of Accushield in the Administration or Healthcare Lobbies.
  - All visitors must pass the COVID-19 screening process.
  - Accushield will ask for each person's vaccination status. An individual's vaccination status will not prohibit any individual from visiting a resident.
- All visits must take place only in a resident's room.
- All visitors must follow all of the COVID-19 policies, including the Facemask Policy.
- No personal contact should be made during a visit. However, Holly Hall acknowledges the toll that separation and isolation has taken. We also acknowledge that there is no substitute for physical contact, such as the warm embrace between a resident and their loved one. Therefore, since the

resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after.

- Visitors may bring items (groceries, laundry, food, gifts, medication, etc.) for the resident and take them directly to the resident's room with them.
- If visitors are not feeling well for any reason, the appointment must be canceled and rescheduled. Under no circumstances should visitors not feeling well come to Holly Hall.
- Visitors must inform Holly Hall Administration if they test positive for COVID-19 within 72 hours after their visitation appointment.
- Visitors and residents are responsible for sanitizing themselves before and/or after the visitation appointment. Holly Hall strongly recommends the following sanitization practices:
  - Visitors should sanitize their hands (wash or use anti-bacterial hand sanitizer) immediately upon entering and before leaving the resident's home.
  - Independent Living: Visitors or residents should sanitize any surface visitors touched during the visit.
  - Assisted Living and Healthcare: Staff will sanitize visiting areas, including resident rooms, after visitation.
- Pets are allowed to visit.
- Other residents can be included in a resident's visit, though the visit must take place in one apartment.