

## Inside/outside visits

- These are visits that can be held weekly as the schedule permits. Families will contact Kathy Cookson at [kathy.cookson@mcleancare.org](mailto:kathy.cookson@mcleancare.org) or 860-658-3725 to make arrangements.
- The inside visits will be held in the Pfirman Dining Room. Two families can be accommodated at the same time with appropriate social distancing for all and PPE must remain on throughout the entire visit.
- Families will wear a mask into the building and come to the front entrance to be screened by the Well Screen machine. Once they are screened, they will go outside and stay to the left around the building and go to the correct door they were assigned – either door A or B.
- Children may visit as long they can tolerate wearing a mask and are able to maintain the appropriate distance from others during the entire visit.
- No food or drink can be consumed during the visit and pets are not allowed at this time.
- Each resident may have up to four visitors at the same time during their 30 minute visit.
- If any of these criteria are not met, we have the ability to end a visit before the allotted time.
- If we are in quarantine, these visits could be suspended until further notice.

## What are compassionate care visits?

- Compassionate care visits are being held when there is a significant change of condition or end-of-life for a resident. **A significant change of condition is defined as...** sudden weight loss or change in medical status, increased sleeping, increased confusion or agitation, cognitive decline or behavioral changes, inconsolable weepiness, worsening depression or expressions of distress, or a death of a loved one. The idea for these visits is for the family member to provide comfort for the resident and to assist them in feeling better or assist them through an emotional time.
- These changes are observed and reviewed by the nursing staff and then will need to receive approval by a physician and/or APRN.
- Once it has been approved, nursing will make the arrangements with the family and will notify the receptionists of the visit date and time. These visits will occur as soon as possible and not scheduled far in advance.
- These visits can be arranged for up to two family members at a time and for 60 minutes. The resident may have one visit and then will be re-evaluated for further visits.
- Families will wear a mask into the building and come to the front entrance to be screened by the Well Screen machine. Once they are screened, they will notify the receptionist that they have arrived. A member from the nursing staff will greet them and escort them to the neighborhood.
- Masks must be worn by the resident and family member at all times and they must maintain social distancing. Limited close contact could be arranged for a limited amount of time following appropriate infection prevention guidelines provided by nursing. The visit will occur in the resident's room if it is a single room. If it is a double room, other visiting arrangements will be made.
- If we are in quarantine, these visits could be suspended until further notice.

## What are end-of-life visits?

- End-of-life visits will be held when it is determined that end-of-life is very near.
- The determination is reviewed by the nursing staff and then will need to receive approval by a physician and/or APRN.
- Once it has been approved, nursing will make the arrangements with the family and will notify the receptionists of the visit date and time.
- There can only be two visitors at a time. Visits may be twice daily for 30 minutes each.

- Families will wear a mask into the building and come to the front entrance to be screened by the Well Screen machine. Once they are screened, they will notify the receptionist that they have arrived. A member from the nursing staff will greet them and escort them to the neighborhood.
- Masks must be worn by the resident and family member at all times and social distancing is required. Limited close contact could be arranged for a limited amount of time following appropriate infection prevention guidelines provided by nursing.
- If we are in quarantine, these visits will continue to occur.