



Oregon

Kate Brown, Governor

Department of Human Services

Safety, Oversight and Quality

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REF: NF-20-100

Date: July 21, 2020

TO: All Nursing Facilities
All Assisted Living Facilities
All Residential Care Facilities

FROM: Jack Honey, Administrator
DHS Safety Oversight and Quality Unit

RE: Compassionate Care Visitation Allowances

Background: While infection prevention and outbreak mitigation efforts remain critically important in long-term care settings where residents are more vulnerable to virus exposure, DHS acknowledges that it is equally important to consider the quality of life and dignity of individuals living in these settings, as well as the importance of family relationships to overall health. Based on recent guidance from CMS, SOQ is collaborating with long-term care associations and other agencies on how to responsibly allow for structured indoor visitation when additional family support is critical to an individual's plan of care and outdoor visitation cannot be accommodated. This guidance is based on currently available best-practice recommendations and evidence and may be updated as additional information becomes available.

Purpose: This guidance allows for the possibility of limited, structured indoor visitation utilizing best practices for physical distancing. This is a companion to the alert on outdoor/ patio visitation which was issued on July 13, 2020. Future guidance will be offered as new information is made available and will be based on guidance from CMS and Governor Brown.

Visitation allowances for compassionate care situations

Though the risk of COVID-19 exposure is still all too real there are situations in which allowing visitors in a licensed long-term care setting

can be accommodated. Original guidance focused primarily on end-of-life situations however there are other instances that would allow for the possibility of safe, physically distant visitation. The Department cannot define each situation that might be support a compassionate care visitation allowance and instead would encourage you to work with the Safety, Oversight and Quality Unit team, resident families and the long-term care ombudsman to determine if a compassionate care visit should be conducted. Compassionate care visits could include end-of-life situations, bereavement due to the loss of a loved one, or emotional support for the resident who has just moved into a licensed setting and is adjusting to their new surroundings.

These visits are not meant to be routine but instead are intending to provide comfort during challenging times and help offer the resident critical emotional and social supports during their time of need.

If a compassionate care visit is determined to be appropriate the following procedures must be followed:

- All visitors must be screened for symptoms;
 - Any visitors with symptoms of COVID-19 infection (subjective or objective fever equal to or greater than 100.4 F or as further restricted by facility policy, chills, cough, shortness of breath or difficulty breathing, sore throat, fatigue, muscle or body aches, headache, new loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea) will not be permitted to visit with a resident.
- All visitors must practice hand hygiene (including alcohol-based hand rub) prior to their visit with the resident;
- Both the visitor and the residents must wear a mask or cloth face covering for the duration of the visit;
 - Residents may have exceptions due to underlying medical conditions.
- A visitor log must be kept and include visitor contact information;
- Utilize appointment times in an effort to minimize the flow of foot traffic and allow for greater control over the number of visitors at any given time.
- Limit the number of visitors that may visit a resident at any given time (two per resident at once);
 - Minor children and visitors must be in the control of adults who bring them and must also comply with physical distancing requirements.

- Ensure all potentially exposed areas are cleaned and disinfected between visitor sessions;
- There should be visual reminders of required safety precautions and both the resident and the visitors should be reminded of best practices;
 - An inability to honor these requirements could negatively impact the ability to schedule future visits for the non-compliant guest.
- If anyone has been actively recovering from COVID-19 visits can be allowed once the previously ill individual has met CDC criteria for recovery. The specific criteria can be found here: [Discontinuation of Transmission Based Protocol](#);
- A building that is currently under Executive Order due to confirmed COVID-19 or pending test results **shall not** allow visitation.

If you have any questions about compassionate care visits, please contact the appropriate team as follows:

- Residential Care and Assisted Living Facilities:
CBC.Team@dhsosha.state.or.us
- Nursing Facilities:
NF.Licensing@dhsosha.state.or.us
- General questions can be sent to:
SOQ.LTCInfo@dhsosha.state.or.us