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Visitation - Frequently Asked Questions (FAQs)

What guideline(s) dictate visitation?

- Visitation guidelines are based on guidance provided by the Centers for Medicare and Medicaid (CMS) and New York State Department of Health (NYSDOH). Of significance, whenever the guidance by both agencies do not align, the facility will use the more stringent, usually that of NYSDOH.

How many people can visit at a time?

- The current number of people that can visit per session is recommended to be two (2) so that social distancing can be maintained. Any child age 16 and younger must be accompanied by an adult age 18 and older.

Where will visitation take place?

- Per CMS and NYSDOH, **outdoor visitation is the preferred method**
- Visits may also occur indoors in a supervised area (main dining room on the ground floor)
- In residents' rooms based on resident's individual needs and health status to meet their physical, mental, and psychosocial well-being.

What do I need to do to prepare for a visit?

- Arrive at facility approximately 10 minutes before scheduled visit in order to check-in and complete Covid-19 health screening and testing if not already completed;
- Have the following required information ready (will be used for contact tracing as necessary):
 - First and last name of the visitor;
 - Physical (street) address of the visitor
 - Daytime and evening telephone number;
 - Date and time of visit;
 - E-mail address, if available;
 - Negative Covid Rapid test result from within the last 24 hours, or Negative Covid PCR test result from within the last 48 hours.

What are the expectations of the visitor while visiting?

- Visitor will wear a mask or face covering that covers the nose and mouth for the entire duration of the visit (facility will provide mask if you do not have one)
- Visitor will wash hands with alcohol-based hand sanitizer before and after visit (easily accessible at facility)
- Visitor must maintain social distancing of at least 6ft (unless both resident and visitor(s) are fully

vaccinated)

- If visiting in the resident's room, face mask or face covering required. Additionally, gowns, gloves, and face shield, will be required for patients under isolation precaution. Unit staff will provide education and guidance for use.

Are there any situations where a resident may not qualify for regular visitation?

No.

What is the facility doing to promote safe visitation and protect my loved one from getting Covid-19?

- In accordance with CMS and NYSDOH guidelines, the facility will:
 - Enforce the core principles of Covid-19 infection prevention
 - Screening of all who enter the facility for signs and symptoms of COVID-19, and requiring a negative covid test from all visitors to enter the facility. Facility provides rapid covid test kits for visitors to use if needed. (e.g., temperature checks, questions or observations about signs or symptoms), and denial of entry of those with signs or symptoms
 - Hand hygiene (use of alcohol-based hand rub is preferred)
 - Face covering or mask (covering mouth and nose)
 - Social distancing at least six feet between persons
 - Instructional signage throughout the facility and proper visitor education on COVID19 signs and symptoms, infection control precautions, other applicable facility practices (e.g., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
 - Cleaning and disinfecting high frequency touched surfaces in the facility often, and designated visitation areas after each visit
 - Appropriate staff use of Personal Protective Equipment (PPE)
 - Limit the movement of people in the building
 - For example, visitors should not walk around different halls of the facility. Rather, they should go directly to the designated visitation area or resident's room. Visits for residents who share a room may not be conducted in the resident's room, but rather, in a designated area.
 - Limit the number of visitors per resident at one time and limit the total number of visitors in the facility at one time (based on the census, size of the building, and the physical space).
 - To the extent possible, assign staff to designated units in an effort to limit movement between units

How will I know when there are Covid positive cases in the facility?

- The facility will post updates on the facility website within 24 hours of a Covid-positive case, regardless of whether it is a resident or staff
- You may contact the facility directly for related inquiries (516) 889 1100

Are visitors required to get a Covid-19 test before visiting?

- Covid-19 test should be done within 24-48 hours of scheduled visit. Within 24 hours prior for a Rapid Test, or within 48 hours prior for a PCR Test.
 - The facility will offer Covid-19 testing if you were unable to get one in the community

Are visitors required to get a Covid-19 vaccine in order to visit?

- While it is not a requirement to get a Covid vaccine in order to visit your loved ones, we encourage you to get vaccinated in order to protect yourself and your loved ones from getting Covid-19 infection.

Are there any special accommodations for residents and families/representatives who are fully vaccinated (≥ 2 weeks following receipt of the 2nd dose in a 2-dose series, or ≥ 2 weeks following receipt of 1 dose of a single-dose vaccine)?

- If both the resident and the visitor(s) are fully vaccinated and the resident and visitor(s) are alone in the resident's room or designated visitation area, the resident and visitor(s) may choose to have close contact (including touch) without a mask or face covering.

What happens if I don't follow the guidelines as set forth by CMS, DOH and the facility?

- Visitors who are unable to adhere to the core principles of COVID-19 infection prevention will not be permitted to visit or will be asked to leave.

