



**SHEYENNE CARE CENTER  
POLICY AND PROCEDURE**

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POLICY:	COVID Family Compassionate Care Visitation Guidelines		
DATE ORIGINATED:	1/1/2021	Date Revised	1/1/2021, 3/16/2021
WRITTEN BY:	Craig Christianson		
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*Regulatory Reference: Centers for Medicare & Medicaid Services. QSO-20-14-NH: Guidance for Infection Control and Prevention of Coronavirus Disease 2019 (COVID-19) in Nursing Homes (3-13-20 revision). QSO20-14-NF(Revised) . Nursing Home Visitation- COVID-19 QSO-20-39-NH : (9-17-20 revision)*

**Policy:** Sheyenne Care Center ensures the safety of our residents during infectious or viral outbreaks by establishing guidelines for family visits for compassionate care. Interim COVID-19 Compassionate Care Visitation Protocol will be followed when Visitor Restrictions are in place limiting or denying visitors due to infectious disease or preventing the spread of infectious disease.

**Definitions:**

**“Restricting”** visitation means the individual is not allowed in the facility at all.

**“Limiting”** visitation means the individual is allowed to come into the facility in certain compassionate situations, such as end-of-life situations, but with limited access in the facility and with certain conditions to prevent the potential spread

**“Compassionate care”** - The Centers for Medicare and Medicaid Services have issued updated guidance on compassionate care visits. While end-of-life situations have been used as examples of compassionate care situations, the term “compassionate care situations” does not exclusively refer to residents on Hospice and/or end-of-life situations. Examples of other types of compassionate care situations include, but are not limited to:

1. A move into a nursing home, and/or resident is struggling with the change in environment and lack of physical family support.
2. A resident who is grieving after a friend or family member recently passed away.
3. A resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.
4. A resident, who used to talk and interact with others, is experiencing emotional distress such as suicidal thoughts, signs of depression or other changes in mental health status.
5. A change in a resident’s condition that may significantly alter their treatment or plan of care.
6. Coordination of discharge planning or moving out.

Upon agreement by the interdisciplinary team, a limit of two visitors per resident may provide a compassionate care visit in the resident’s room **or designated area**

**Policy Explanation and Compliance Guidelines:**

1. During periods of infectious outbreaks when there is no general visitation permitted, family may be allowed to visit in a controlled, supervised, and prearranged manner if it is deemed essential and necessary for the well-being of the resident in a compassionate care situation.

2. All residents returning from a therapeutic leave and/or hospitalization will return to 14 day isolation in their private room. Residents with shared rooms will return temporarily into a private room for 14 days if signs or symptoms are not present resident in shared room will be moved back into their original room.
3. Residents who are granted visitation under compassionate care and are on 14 day isolation will be allowed to have visitation 3 times a week for one hour per visit. All visitors will need to be screened in and must follow COVID-19 Core Principles to prevent infection spread. We recommend visitors to sign in at the screening desk and for the safety of everyone rapid test prior to going to their loved ones room.
4. Staff or resident's family member(s) may confer with the interdisciplinary team if they feel a resident may benefit from a compassionate care visit.
5. The interdisciplinary care team will determine if a resident may benefit from a compassionate care visit and will approve such visits. A limit of two visitors per resident may visit in the resident's room.
  - a. An interdisciplinary team member will contact the front desk to inform of name of visitor(s) to be expected for a compassionate care visit.
  - b. When the resident is determined to be actively dying and identified as end of life, the visits may continue according to Policy
  - c. Compassionate care visits may continue as long as they remain beneficial or therapeutic to the individual resident.
6. Screening of all visitors will be done at the front door and visitors must wear appropriate PPE and perform hand hygiene. A limit of two visitors will be allowed entrance to a resident room at any one time after passing active screening station.

Attachments: Consideration of Compassionate Care Visit Worksheet