

Keswick Visitation Guidelines (as of November 19, 2020)

Keswick's main priority continues to be focused on the health and well-being of our residents at all times.

Federal and State regulations allow for Indoor Visitation under very specific circumstances.

It is important to note that according to the regulations in order for a nursing home to offer Indoor Visitation, the nursing home cannot be in an Outbreak Status.

The MD Department of Health has defined Outbreak Status as having ONE positive COVID case in either staff or residents.

Keswick currently has one staff member who has tested positive for COVID-19; therefore, we are considered to be in Outbreak Status and can no longer offer Indoor Visitation.

Unfortunately, the temperature outside is no longer conducive to Outdoor Visitation.

Keswick must be without a positive COVID-19 case in either a resident or staff member for 14 consecutive days in order to offer Indoor Visitation.

From CMS regarding Family Gathering at the Holidays: The coronavirus disease 2019 (COVID-19) public health emergency (PHE) has been one of our nation's greatest challenges and has especially taken a toll on the nation's nursing home residents. CMS is committed to protecting the health and safety of nursing home residents at all times and especially during the challenges presented by the spread of COVID-19. We understand the emotional impact that separation from loved ones has caused. With the holiday season fast approaching, we understand that residents and their families will want to spend more time together...

Click here for more: <https://www.cms.gov/files/document/covid-facility-holiday-recommendations.pdf>

When Visits are able to be resumed indoors, certain restrictions will apply:

- **All visits must be scheduled in advance by contacting 410-662-4354.** There are a lot of people calling this line, please be patient.
- **The phone will be answered Monday through Friday, 9am – 4pm. You must speak directly with our Customer Service staff person; please do not leave a voicemail. Voicemails will not be returned and visits cannot be scheduled through voicemail.**
- **When allowed, the rules for Indoor Visitation are:** Up to two (2) visitors are allowed per visit for up to 20 minutes. Indoor visits will take place between 10am and 11:30am and between 1pm – 2:30pm on Wednesdays, Thursdays, Fridays, Saturdays and Sundays.
- A limited number of groups can visit in each designated visitation timeslot. **A Resident may have a visit once a day, Wednesday through Friday. Residents may also have a Saturday OR a Sunday visit each week.**

- Rehab guests and nursing home residents that are still in the 14-day observation period are unable to receive guests.
- **No dogs, cats or pets of any kind are allowed for visitation or anywhere on the Keswick campus.** If you bring a pet to campus for your visitation, you will be asked to leave.
- Social distancing rules will be in effect. As much as you want to hug and kiss your loved one, please know that right now visitors must wear masks and maintain a minimum of six (6) feet apart at all times.
- **If you can no longer attend your visit, please call and cancel. It is very disappointing for your loved one, if you no call, no show.**
- Keswick is required to have a staff person monitor visits at all times to ensure social distancing.
- **Failure to follow social distancing requirements will result in a request to leave the premises, a minimum of 14 days before another visit may be scheduled.**
- Unfortunately, gifts of food or other items may not be exchanged during the in-person visit.
- The area where you will be visiting will be cleaned before and after the visit.

This is what to expect when you arrive:

- **BE SURE TO WEAR A MASK, COVERING YOUR NOSE AND MOUTH, INTO THE CENTER UPON ARRIVAL!**
- Visitors will be screened upon arrival for signs and symptoms of COVID-19, including having your temperature taken.
- Honest answers are the only way we can protect everyone on the Keswick campus and we count on everyone to report any symptoms and/or exposure to COVID-19.
- Please remember that ONE positive case among staff or residents has a direct impact on visitation guidelines as currently enforced by the MD Department of Health.
- After the screening process, you will be asked to go and wash your hands with soap and water for at least 20 seconds.
- Following your hand washing, you will be provided with a clean mask which you will be required to wear and must be worn over your mouth and nose for your entire visit – no exceptions.
- You will be informed where your indoor visit will take place and your loved one will be brought down to meet you.
- Please be aware that arriving late will impact the amount of time you have to spend with your loved one. Arriving too early may mean waiting in your car for your appointment.

We understand how difficult the restrictions have been and will continue to be for you and your loved one. We will try to do all that we can to make your visit as pleasant as possible under these conditions. Thank you for your understanding.

Resident's Visitor(s) Screening

Upon arrival, all visitors' temperatures will be taken. Social distancing guides are in place to ensure adequate distance during the screening process.

If the visitors' temperature is <100 degrees F, the following questions will be asked:

- Have you had a temperature over 99 degrees in the last 72 hours?
- Have you taken medication in the last 72 hours that may mask a fever?

- Have you experienced new onset diarrhea, abdominal pain, vomiting, muscle aches, headache, chills, difficulty breathing, shortness of breath, or loss of taste or smell?
- Have you tested positive for COVID-19 in the last 14 days?
- Have you been exposed to someone who has tested positive for COVID-19 in the last 14 days (closer than six (6) feet apart without wearing a mask, for 15 min or longer)?
- Have you traveled to an area considered to be a Hot Zone in the last 14 days? (Hot Zones will be asked specifically during screening according to current Hot Zone designations).
- Visitors that respond affirmatively to any of the above questions will be further screened by Keswick clinical personnel prior to proceeding with the visit or may be asked to leave in the interest of safety for residents and staff.
- Official screening logs will be kept as record for the purposes of contact tracing or other purposes related to regulation and/or resident and staff safety.

Visitors will be informed that if they develop any of the above symptoms or test positive to COVID-19 in the next two weeks (14 days) following the visit, they must contact the Keswick Hotline at 410-662-4301.

Visitors will also be informed that if they violate social distancing they may be asked to leave, will not be able to re-visit for a minimum of 14 days, and their loved one may be required to be moved to the observation unit for a minimum of 14 days.

Please help us keep your loved one, our staff and you and all of our visitors as safe as possible. It is important to adhere to all of the increased infection control measures and to follow all visitation policies and procedures.

Keswick is committed to the safety of our residents, staff and visitors, so please bear with us as we follow local, state, and federal guidelines through this pandemic.