



PSYCHIATRIC HOSPITAL - GENERAL

INTERIM COVID-19 VISITATION OPERATIONAL PROCEDURE

May 2022

Policy Ref: 190-01

Reviewed/Revised:

Procedure: 700-02A

A. PURPOSE:

To establish interim guidelines for special visitation accommodations within the hospital which are consistent with good consumer care as well as hospital security and infection control. As a short-term, crisis-oriented facility, the maintenance of family and community support is held to be important and beneficial to the recovery and long-term stability of the consumer.

B. PROCEDURE:

- I. Special accommodations for an individual visit from a family member during the COVID-19 pandemic can be arranged in coordination with the assigned recovery specialist and the attending psychiatrist. All requests shall be reviewed in the daily treatment team meeting and signed off on by the attending psychiatrist.
- II. Criteria for consideration of a special visit include the following: if the consumer was living with family prior to admission and is struggling with the change in environment and lack of in person support as determined by the psychiatrist, if they are facing end of life or major medical decisions, if the patient is grieving the loss of family or friend who recently died and the attending psychiatrist determines it would be beneficial, the patient needs cueing to eat or drink which was previously provided by a family member or caregiver and the attending psychiatrist determines it would be beneficial, if the patient used to talk and interact with others and is seldom speaking as determined by the attending psychiatrist and for child patients who the attending psychiatrist determines would benefit psychiatrically from seeing their parent or guardian.
- III. Special accommodation visits cannot be arranged for those patients who are currently on elopement or violent assault precautions. When those precautions are discontinued the patient may receive a visit if applicable and as determined by the attending psychiatrist.
- IV. Visiting by DCF, case managers from consumers Insurance Companies, minister, or attorney shall be allowed at any time, subject only to the consumer's refusal
- V. Special Accommodation visit requests and how to make the request shall be posted in a conspicuous place as well as explained to consumers and their families at the time of admission.

- a. All visitors will be required to check in at the Business Office and sign the visitor's log. All visitors will be subject to COVID-19 screening protocols which include having their temperature taken and answering the COVID screening questionnaire. Any potential visitor who displays symptoms or answers yes to any of the screening questions will be asked to leave the premises and will not be allowed to attend the visitation. All visitors will be required to wear a mask during visitation and if non-compliant will be asked to leave.
 - b. Special accommodation visits will be held in the cafeteria if not in use or the outside atrium outside the cafeteria. The Recovery Specialist shall coordinate the time and space for the visit with the nursing department as they are responsible for providing a Behavioral Technician to be present.
 - c. Once a request has been received and approved the visit time, location and date shall be coordinated and the information provided to both the patient and their family/guardian.
- VI. All visitors shall be instructed to leave matches, lighters, all weapons (e.g., guns, knives) belts, handbags, wallets, purses, cell phones, etc. locked up in their vehicle. Keys will need to be surrendered to hospital staff and retrieved upon exiting. Visitors may be subjected to a metal detection/screening at the discretion of staff monitoring the visitation area.
- VII. Only two (2) visitors are permitted per consumer at any one time. Children are not permitted at visitation.
- VIII. Special accommodation visits shall be determined appropriate or restricted upon the written order of a medical practitioner. In the event an accommodation visitation request has been later restricted, a note must be entered into the progress note section of the consumer record stating the nature of the restriction and the rationale for its application. All restrictions should be explained to the consumer and their family. Restrictions shall be reviewed every seven (7) days and document on form CF-MH 3049 (BAKER:003).
- IX. No items are to be brought in by visitors during the COVID-19 pandemic. Bringing food and beverages into the facility is never allowed.
- X. No visitation shall also be permitted without the presence of staff.

PROCEDURE APPROVED:



Risk and Corporate Compliance Manager

5/5/2022

Date