

### Visitation Core Guidance

1. Please be aware of any potential risk of visiting and take all necessary precautions.
2. Hand hygiene is required (hand washing with soap & water and/or an alcohol-based rub) before and after visitation.
3. Visitors are expected to present themselves at the Levindale Reception Desk before proceeding to patient/resident rooms or other areas of the facility and display their visitor badge throughout the entire visit.
4. Visiting hours and guidelines are as follows:
  - a. **LTC** – unrestricted, however no overnight stay is allowed.
  - b. **HICU**– 10:00 to 20:00, 7 days/week 10 a.m. – 8:00 p.m.
  - c. **BHU**- 10:00-14:00 and 16:00-20:00 7 days/week [10 a.m.-2 p.m. and 4 p.m.-8 p.m.]  
Generally, no more than four (4) visitors at a time for single patient rooms and no more than two (2) visitors at a time for double occupancy rooms. Exceptions can be granted by the Nurse Manager or designee. Special accommodations may need to be made regarding the location of the visit.
  - d. If a visitor arrives before the start of visiting hours, the receptionist notifies the unit, providing the reason why the visitor is early and obtains permission to allow the visitor on the unit. The visitor may be denied access until routine visiting hours.
  - e. Residents/patients receiving comfort care or hospice service may have visitors at any time. Senior Leadership and Security are notified in these cases.
5. Children are not to be left unattended and are always to be directly supervised. **For the Hospital (Meisel Units)** - Children should be twelve (12) years of age or older. All children are to be accompanied by an adult. Patient/resident may not be the supervising adult of the child. **Long term Care** residents may receive children visitors subject to reasonable restrictions for clinical and safety concerns determined by the unit or senior leadership.
6. Children under twelve (12) years of age may be permitted to visit a patient (hospital side) if approved to do so by senior leadership. Visitation, especially children age eleven (11) years or younger may be restricted from visiting when there is a widespread or community outbreak of communicable disease (e.g. H1N1, COVID-19).
7. Families/Visitors are reminded that a facility host many pathogens which may put young children and elderly at risk for acquiring infections.
8. Clergy and legal counsel may visit at any time upon request of a patient.
9. Visitors will be made aware of the potential risk of visiting during an outbreak investigation and adhere to the core principles of all identified infection prevention.
10. Please follow all infection control guidance that may be posted on the units, patients/resident's rooms, and as directed by nursing on any unit.
11. Pre-arranged visits by pets from home may be allowed in designated areas. Documentation of health and updated immunizations and temperament test is completed by a member of Therapeutic Recreation is required. If a visitor refuses testing of their animal, the unit manager or designee /senior leadership will have to grant permission for the patient or resident to visit with the animal outside of the facility with a leash.
12. You may purchase food in the cafeteria or Gift Shop. Please check with nursing if allowed to eat in the patient's/resident's room.
13. Visitors are not allowed to take pictures or videotape any staff member.

14. Patients/residents and/or their authorized representatives have the right to refuse or restrict visitors.
15. Visitors must comply with all Hospital/Nursing Home policies and may not bring any illicit substances onto our campus. Visitors may not bring any weapons onto our campus.
16. Levindale reserves the right to question suspicious visitors
17. Visitors are always expected to be law-abiding and conduct themselves in a civil and respectful manner that does not cause disruption to patients/residents, other visitors, or hospital/long term care staff.
18. Visitors found to be interfering with patient/resident care will be asked to leave the facility premises.
19. Visitors exhibiting aggressive, threatening, violent or disruptive behavior will be removed from the facility.
20. Any visitor who assaults a staff member, employee or physician will be escorted from the facility and charges may be pressed.