

CRYSTAL CARE CENTER OF MANSFIELD  
INDOOR VISITATION PROTOCOLS

*The objective of our visitation program is to provide some much needed peace of mind for our residents and you their loved ones, and by allowing all concerned parties the opportunity for regular connection and support; with the ultimate goal being the improved mental, physical, and emotional well-being of everyone involved.*

On **November 3, 2020** Crystal Care Center of Mansfield is excited to resume indoor visitations on a restricted basis for the family members, friends, and/or responsible parties of our residents. In doing so we will be following the orders and guidelines as set forth by the Governor and Director of the Ohio Department of Health. Your loved one's health and safety remains our number one priority. That being said, below are the protocols each visitor must comply with to safely facilitate these indoor visits. Crystal Care Center of Mansfield reserves the right to modify these protocols as deemed necessary, based on the latest medical information and any updated directives by the Director. We also reserve the right to rescind any visits based on non-compliance of visitation protocols, this will be reviewed on a case by case basis.

All visitors shall be escorted to and from the designated visitation area by facility staff.

An area located on the lower level of the facility is being modified to accommodate indoor visitations.

Visitation routes will be designed in such a way as to minimize potential contact between visitors and residents/staff.

Visitors needing to use the restroom, will be directed to the nearest non-resident restroom.

All visitors **must** schedule visitation appointments at least 24-Hours in advance with the Activities Department at 419-747-2666. Visitors will be provided with a time for the visitation, as well as the length of the visit in advance of the visitation date.

All individuals **must** check-in and be screened at the door located on the lower level entrance adjacent to the Therapy Department as mandated by CDC guidelines. This screening will include questions about exposure to COVID-19 and screening visitors for cough, shortness of breath, and body temperature of 100 degrees or higher.

Each resident will be allowed one 30-minute visit per day, with up to 2 visitors present. Visitors **will be required** to perform hand hygiene, and maintain social distancing throughout the **entire** visit, in addition to wearing a face covering (supplied by the facility) during the **entire** visit. Residents where possible, should also during the entire visit as well. Visitation will officially commence when the resident and visitor are reunited.

All visitors **must** be of an appropriate age and maturity level to facilitate proper social distancing, and not present themselves as a distraction to other residents, visitors, or staff.

Residents will be reminded of the risks associated with the spread of COVID-19, and the appropriate safety measures to take to protect themselves and their visitors. To further limit any potential spread, visits **must** be contact free.

In the event of accidental contact, residents shall wash their hands thoroughly, and if possible, change their clothing as well. Tabletops, wheelchairs or any other items that have been inadvertently touched, will be immediately cleaned and disinfected. As part of our standard visitation procedure, all tables and chairs **will** be disinfected and sanitized between visits.

If a resident has more than one visitor, or a resident has multiple visitors, the facility will provide enough space to permit visitors and residents to maintain appropriate distance from each other during the entire visit. Social distancing shall be adhered to regardless of where a visit takes place.

Hand Sanitizer will be made available to all visitors and residents for use before, during, and after each visit.

Visitations will take place between the hours of 10am to 4pm Monday through Friday and every other Sunday from 12-4pm.

Video monitoring **only** will take place during visits, to ensure that proper safety protocols are being followed.

We again want to thank each of you, for your patience during these difficult times that we have all been experiencing. We hope that you will take advantage of this opportunity to enjoy spending time with your family member or friend, and remind you to please do so safely and responsibly.

Should you have any questions, please do not hesitate to contact us at 419-747-2666.

Sincerely,

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

10-12-2020

**NOTE: If the county positivity rate map according to CMS (Not the State) turns red at any point, visits will be cancelled until such time that the county map turns green or yellow again for resident and staff safety. Also, if there is a resident or staff outbreak, visits will be cancelled until such time that we have sufficient negative results to resume visits safely and responsibly.**