



COVID-19 UPDATE: CHANGES IN VISITATION RULES

December 1, 2021

On November 3, 2021, The Plaza sent a communication, "COVID-19 Update: Changes in our Communities", outlining changes in restrictions at all Plaza Assisted Living communities. Last week, the Centers for Medicare and Medicaid (CMS) released guidance of visitation in nursing homes. While CMS does not have oversight in Assisted Living, the Hawaii Department of Health (HDOH) has advised The Plaza to follow the guidelines under CMS.

Effective December 1, 2021 all Plaza Assisted Living communities will allow for indoor visitation at all times in residents' apartments or in a designated visiting area. The following guidelines will be in place:

There will be no limit to the number of visitors that a resident can have at one time in their apartment so long as physical distancing may be maintained.

Visitations may occur 24-hours a day, seven days a week in the resident's apartment.

The Plaza will continue to enforce core principles of COVID-19 infection prevention including:

- Entrance screening and temperature taking for all visitors, returning residents and vendor partners
- Hand hygiene with an alcohol-based hand rub
- Face mask usage and physical distancing at least 6 feet away
- Frequent cleaning and sanitizing of common area spaces

FAQs

Can I visit if I am positive for COVID-19 or am showing symptoms of COVID-19?

No. All visitors must pass an entrance screening prior to visiting. Any visitor who is positive for COVID-19 or who is showing symptoms of illness will be turned away.

What if there is a COVID-19 outbreak in the community?

An outbreak is defined as 2 or more positive COVID-19 cases of team members and/or residents in a community.

Visitors are strongly discouraged from visiting during an outbreak, but will be permitted to visit at their own risk. The community will continue to disclose if they are experiencing an outbreak and will make this known to any visitor who opts to enter the community.

What if my loved one is unvaccinated or immunocompromised?

If a resident is unvaccinated or immunocompromised and resides in a private apartment, they will be allowed visitors, however, all visiting individuals must be wearing a mask at all times.



If the unvaccinated or immunocompromised resident resides in a shared apartment with a bedroom door that closes, their roommate may have visitors so long as the visit occurs only in the roommate's bedroom with the door closed. Visitors may not utilize the apartment bathroom or common area space such as the kitchenette.

If the unvaccinated or immunocompromised resident resides in a shared apartment without a bedroom door that closes (applicable on the care floors in shared apartments at The Plaza at Punchbowl only), visits for both roommates should not occur in the apartment. A designated visiting area will be identified for the visit to be conducted in an alternate location.

Do I need to wear my mask?

Yes, you must wear a mask properly at all times. The only exception is if the resident and all their guests are vaccinated and resident is not moderately or severely immunocompromised, they may choose not to wear face coverings or masks and have physical contact.

Are children allowed to visit?

Yes, children may visit but all visitors over the age of two must wear a mask.

Can I visit if I have recently traveled?

Yes, if you can comply with Hawaii's Safe Travels program and provide proof of compliance.

What if the resident is on transmission-based precaution or on quarantine?

It is strongly recommended not to visit, but this will be allowed. The visit will only occur in the resident's apartment and the resident should wear a well-fitting facemask (if tolerated). Before visiting, visitors should be made aware of the potential risk of visiting and precautions necessary. Visitors should come with their own Personal Protective Equipment (PPE) as the community will not provide PPE for visitors.

Do I need to be vaccinated to visit?

Visitors may be asked about their vaccination status, however, visitors are not required to be tested or vaccinated (or show proof of such) as a condition of visitation. If the visitor declines to disclose their vaccination status, the visitor should wear a face covering or mask at all times.

What about compassionate care visits?

Compassionate care visits also known as end-of-life visits are allowed at all times.

Thank you for your continued cooperation and support as we make our way through the COVID-19 pandemic. Our intention is to re-open our communities to visitors in a safe and managed way. If you have any questions, please contact your Administrator.