



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

ADHS COVID-19 GUIDANCE FOR VISITATION AT CONGREGATE SETTINGS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/01/2020

On August 28, 2020, the Arizona Department of Health Services (ADHS) released [new guidance for visitation at congregate settings for vulnerable adults and children](#). ADHS has outlined two key components that will determine what level of visitations can occur at each setting. The first component is the quality of the facility's implementation of COVID-19 mitigation strategies. The second component is the level of spread occurring in the community. As with other business reopening plans, the level of visitation in congregate settings will be determined by the level of community spread in the county where the setting is located. The level of community spread is determined by county public health benchmarks that are available on the [ADHS website](#).

Facilities must allow visitation at least to the level prescribed in the chart on page 6 of the [congregate settings recommendations found on the ADHS website](#) based on the county public health benchmarks. The guidance is full of information that can assist facilities in preparing to allow in-person visitation. A few key sections are highlighted below:

1. Each facility can set their own policies around those visitation levels as described on page 8, including the day, time and location of visits, number of visitors per visit and length of visit.
2. Facilities are required to enforce rules regarding mitigation measures including requiring face masks, hand sanitizing, visitor screening and social distancing. Visitors who refuse to comply with these mitigation measures may be denied access or removed from the premises.
3. Visitors may be permitted to visit the living spaces of residents if the visitor is tested according to the testing guidelines above. The visitation must follow these additional measures:
 1. The individual does not have a roommate or share a room.
 2. A mask is worn at all times
 3. Symptom screening/temperature screening is performed before entering patient care/living areas
 4. Required hand washing before and after entering/leaving patient care areas
 5. Remains 6 feet from all patients and staff
 6. There is no visitor use of patient facilities/restroom
 7. Visitors are only allowed in the living quarters for less than 15 minutes
4. Communication to Residents and Families Regarding Visitation Policies
 1. Facilities shall develop written policies regarding visitation at each stage. Policies shall include any limitations on the number of visitors at one time, screening process, time and location of visits, etc.

Policies should be developed and communicated with families and residents as soon as practicable, but no later than September 4, 2020.

2. Facilities shall clearly communicate to residents and families their visitation policies and rules.
5. Facilities should immediately allow for compassionate care visits regardless of the level of community spread. Compassionate care visits include visits for end-of-life or terminal diseases, but facilities must limit contact as much as possible.