



## **HEALTH CARE GUEST EXPERIENCE POLICIES**

**[Updated March 25, 2021 in accordance with new rules from the Texas Health and Human Services Commission (HHSC)]**

All health care guest experiences are required by HHSC to be scheduled ahead of time. Visit your community website's homepage and click "Visit a Resident."

Essential caregiver appointments may be scheduled for any time of day and week. General visitors may schedule four-hour guest experience appointments between the hours of 8 a.m. and 6 p.m., Monday through Sunday, and they are welcome to book consecutive appointments between those hours. (Appointments are required by HHSC to allow time for proper sanitation following a visit.)

Essential caregivers and general visitors are strongly encouraged to take COVID-19 tests on a regular basis to ensure positive guests do not unknowingly enter the communities. In addition, the COVID-19 vaccine is available to all adult Texans beginning Monday, March 29, 2021, which we encourage prior to visiting. These measures will provide you peace of mind and help to mitigate risks for Buckner residents and associates.

The following policy changes to our Buckner guest experiences are now in place for residents in health care areas.

### **Essential Caregivers in Nursing Areas:**

- Residents in Nursing areas may now have visits from their essential caregivers regardless of whether the resident is positive or negative for COVID-19.
- Essential caregivers no longer are required to present a negative test result prior to their visit with residents in Nursing areas. Testing is still strongly encouraged to protect all residents and associates.
- Essential caregivers are still required to pass the visitor screening process at the community's main entrance.
- Both designated essential caregivers are now permitted to visit a resident in Nursing at the same time.
- Essential caregivers must continue to wear CDC-recommended PPE that follows each community's specific guidelines. Residents must also wear a cloth mask.
- The above rules are applicable regardless of the vaccination status of the essential caregiver.

**Essential Caregivers in AL/MC Areas:**

- Residents in AL/MC areas may now have visits from their essential caregivers regardless of whether the resident is positive or negative for COVID-19.
- Essential caregivers no longer are required to present a negative test result prior to their visit with residents in AL/MC areas. Testing is still strongly encouraged to protect all residents and associates.
- Essential caregivers are still required to pass the visitor screening process at the community's main entrance.
- Both designated essential caregivers are now permitted to visit a resident in AL/MC at the same time.
- Essential caregivers must continue to wear CDC-recommended PPE that follows each community's specific guidelines. Residents must also wear a cloth mask.
- The above rules are applicable regardless of the vaccination status of the essential caregiver.

**General Visitors in Nursing Areas (Outdoors):**

- Residents in Nursing may now have outdoor guest experiences regardless of whether the resident is positive or negative for COVID-19.
- Residents in Nursing areas may visit with guests outdoors regardless of the local county positivity rate. This means all outdoor visits are permitted for residents in Nursing.
- Residents in Nursing areas may visit with guests outdoors regardless of whether the community has an active positive case of COVID-19.
- General visitors are required to check in at the community's main entrance and pass the visitor screening process.
- Although a negative test result is not required for general visitors, regular testing prior to visiting is strongly encouraged to protect all residents and associates.
- General visitors must continue to wear CDC-recommended PPE that follows each community's specific guidelines. Residents must also wear a cloth mask.
- The above rules are applicable regardless of the vaccination status of the guest.

**General Visitors in AL/MC Areas (Outdoors):**

- Residents in AL/MC may only have outdoor guest experiences if the resident is negative for COVID-19.
- Residents in AL/MC areas may visit with guests outdoors regardless of the local county positivity rate.
- Residents in AL/MC areas may visit with guests outdoors regardless of whether the community has an active positive case of COVID-19.
- General visitors are required to check in at the community's main entrance and pass the visitor screening process.
- Although a negative test result is not required for general visitors, regular testing prior to visiting is strongly encouraged to protect all residents and associates.
- General visitors must continue to wear CDC-recommended PPE that follows each community's specific guidelines. Residents are strongly encouraged to also wear a cloth mask.

- The above rules are applicable regardless of the vaccination status of the guest.

#### **General Visitors in Nursing Areas (Indoors):**

- Residents in Nursing may only have indoor guest experiences if the resident is negative for COVID-19.
- Residents in Nursing areas may visit with guests indoors if the county positivity rate is under 10%. As of this week, all Buckner communities are located in counties under 10%.
- In the event of an active positive case of COVID-19 in a Nursing area, indoor visits will be temporarily suspended until the community meets state requirements.
- Plexiglass barriers are no longer required for indoor visits. Residents in Nursing may host guests in their private apartments/residences or in a dedicated visitor space inside the community.
- General visitors are required to check in at the community's main entrance and pass the visitor screening process.
- Although a negative test result is not required for general visitors, regular testing prior to visiting is strongly encouraged to protect all residents and associates.
- General visitors must continue to wear CDC-recommended PPE that follows each community's specific guidelines. Residents must also wear a cloth mask.
- The above rules are applicable regardless of the vaccination status of the guest.

#### **General Visitors in AL/MC Areas (Indoors):**

- Residents in AL/MC may only have indoor guest experiences if the resident is negative for COVID-19.
- Residents in AL/MC areas may visit with guests indoors regardless of the local county positivity rate.
- Residents in AL/MC areas may visit with guests indoors regardless of whether the community has an active positive case of COVID-19.
- Plexiglass barriers are no longer required for indoor visits. Residents in AL/MC may host guests in their private apartments/residences or in a dedicated visitor space inside the community.
- General visitors are required to check in at the community's main entrance and pass the visitor screening process.
- Although a negative test result is not required for general visitors, regular testing prior to visiting is strongly encouraged to protect all residents and associates.
- General visitors must continue to wear CDC-recommended PPE that follows each community's specific guidelines. Residents must also wear a cloth mask.
- The above rules are applicable regardless of the vaccination status of the guest.

#### **Close Contact with General Visitors in Nursing Areas:**

- Residents in Nursing who have received both doses of the Pfizer or Moderna vaccine, or a single dose of the Johnson & Johnson vaccine, are now permitted to have close contact with their guests.

- Visitors are still required to maintain social distancing from other visitors, other residents, and Buckner associates.
- The above rules are applicable regardless of the vaccination status of the guest.

**Close Contact with General Visitors in AL/MC Areas:**

- Residents in AL/MC may choose to have close contact with their guests.
- Visitors are still required to maintain social distancing from other visitors, other residents, and Buckner associates.
- The above rules are applicable regardless of the vaccination status of the resident or guest.

Thank you again for your patience and understanding during this unprecedented time. We are working to accommodate the new rules issued by HHSC.

***Please share this information with family members.***