

Virtual Visitation Policy

Policy:

The health and safety of our residents, staff, families, and the community is our top priority. In the event the visitors are restricted physically in our community It is the policy of [insert facility name] to provide access for virtual visitation.

Procedures:

1. Create a free Zoom account or similar virtual platform of choice for the residents to utilize.
2. Establish the length of time per visit.
3. The Activity Professional will create sign in log for clients to register for family or clergy visitation.
4. The client will sign up to use the online platform with a date and time.
5. The Activity Staff member will set up the meeting and give the designated family member the time of the meeting, personal meeting ID and password to share with their family members to attend.
6. After the visit, staff will retrieve any devices utilized, clean the device with proper sanitation per facility infection control protocols, and clear the browser history.

Tasks:

- If the client has their own phone or device, they can participate in video calls directly at their discretion.
- If the client does not have their own phone or device, they will need to sign up with the Activity Department to utilize community devices for the virtual family visitation.

To maintain Privacy:

- When possible, close the door to the patient's room during video calls
- Be mindful of what is within the frame of view (background)
- Ask the patient to use headphones when possible or keep the volume low