



The National

CONSUMER VOICE

for Quality Long-Term Care

formerly NCCNHR

USING THE CMS GUIDANCE TO OPEN NURSING HOME DOORS

April 30, 2021

Key Points From Updated CMS and CDC Guidance

CMS

- Visitation is person-centered
- Indoor visitation should occur for all residents at all times, except for a few circumstances
- Vaccinated residents can touch and hug
- Visitors are not required to be tested or vaccinated as a condition of visitation

CDC

- (New!) Vaccinated residents can participate in activities without masks or social distancing.

Quarantine:

- When do residents have to quarantine? It depends on:
 - Vaccination status
 - Close contact?
 - How long they are away from the facility

General Advocacy Strategies and Tips

- File a grievance with the facility.
- Talk about visitation needs at next care plan conference or request a special care plan meeting.
- Work with the family council.
- Reach out to your long-term care Ombudsman program.
- File a complaint with your State Survey Agency.

Additionally:

- Contact your loved one's elected officials.
- Reach out to the media.



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