Caregiver Policy

Effective Monday, April 6, 2020:

- No visitors.
- **Patients will only be allowed outside with therapy.**
- Caregivers will be scheduled to visit Craig to complete training prior to discharge.
  - Care teams will discuss needed training and appropriately length of stay needed for training.
  - Caregivers of current inpatients who are currently staying in patient family housing may stay in patient family housing, but will not be permitted to visit Craig.
  - CCMs will help manage individual caregiver needs.

**FAQ: Caregiver Policy**

**Q: Why is Craig implementing a no-visitor policy?**

A: Colorado has just been declared as having widespread community transmission of COVID-19. Currently, we have no positive COVID-19 cases inside Craig Hospital and we are doing our best to keep COVID-19 outside the walls of Craig. We have been watching the national and local evolution of this pandemic and anticipate a surge of COVID-19 cases in Colorado over the next few weeks. We believe a no-visitor policy is the most effective way to keep COVID out of Craig.

**Q: Why have the restrictions been changing so much?**

A: We have been implementing our visitor restrictions in increments in order to preserve as much of our everyday Craig culture as possible. Many other hospitals, including other rehab hospitals, have already implemented no-visitor policies. We understand the frequent changes have had an impact on our patients and families; however, each change has been in an effort to keep our patients with their families for as long as possible.

**Q: If I stay in the building 24/7, can I stay in the room with my patient?**

A: No, our ultimate goal is to keep the fewest number of people in the hospital to allow us to provide care and therapy while mitigating the potential for community spread within the walls of Craig.

**Q: Who is excluded from this policy?**

A: Inpatients who are admitted as minors may have one adult caregiver stay in the room with them.

**Q: Can the one allowable parent of a minor swap to another parent during their stay?**

A: Unfortunately no, the risk of additional community exposures is what we are trying to prevent by restricting the visitors allowed into the hospital.

**Q: Is the parent isolated at Craig (do they have to stay in the building 24/7)?**

A: If that parent chooses to sleep in patient’s room, they must be screened daily, stay in hospital at all times for the entire length of the inpatient’s stay with restricted movement throughout the hospital (criteria will be defined upon admission and may change). If they choose to visit daily, they will be required to abide by visitation times (7am-8pm) and will be screened daily.
Q: How am I going to communicate with my loved one?
A: We have been working on obtaining more technology and alternative methods of communication for spending time with your loved ones virtually. This may include video conferencing on the patient’s own technology. Each patient’s individual needs will be evaluated by the team. Upon admission we plan to offer a virtual tour of Craig and introduce you to the patient’s care team.

Q: How long will I have for caregiver training? How will family training be accomplished?
A: Telerehab opportunities will be available throughout the patient’s stay to allow caregivers and opportunity to virtually attend training sessions in therapy, nursing, and team conferences. On-site caregiver training at Craig will take place close to discharge. One caregiver needs to be identified to attend training at Craig. If a caregiver is needed for an independent living trial, they must stay in hospital at all times during training. Outpatient therapy may be available to those inpatients who require continued training for transition to home.

Q: Am I able to stay in the apartment if I’m greater than 60 miles away?
A: Yes, for inpatients one caregiver may utilize patient family housing at Girard, pending availability and under the same 30 day policy. However, we would suggest you stay at home per the Colorado State Public Health order until the team is ready to provide onsite caregiver training. The one caregiver coming to Craig for discharge training is encouraged to stay in our family housing and is required to abide by the stay at home order and practice social distancing at all times.

New outpatients are encouraged to stay at patient family housing on our campus to limit community exposure. Outpatients staying in patient family housing are limited to one caregiver throughout the duration of their program.

Q: Can visitors see patients outside if social distancing is maintained?
A: No, the no-visitor policy applies to both indoor and outdoor spaces on the Craig campus. Patients will only be allowed outside with therapy.

Q: How will my therapy program be affected by this change? Why?
A: The changes impacting visitation will not affect the quality of therapy our patients will receive. Therapies have changed to be more socially distanced and may include Telerehab resources as appropriate.

Q: How long do you expect these restrictions to be in place?
A: The restrictions will remain in effect per guidelines recommended by the State and local health departments.