



## Phase One Outdoor Visitation Guidelines

Updated August 27, 2020

### FREQUENTLY ASKED QUESTIONS

1. Can I give my loved one a quick hug or touch them lightly just to have a little physical contact?
  - a. Unfortunately, we cannot allow physical contact at this time, in order to stay in compliance with Maryland guidelines. A team member will be present for visitations and if physical contact is witness, they will be forced to ask you to end your visit immediately and may prevent future patio visits. We ask you to practice social distancing during your visit, remaining at least six feet from your loved one, other visitors and staff members at all times. We understand this is a difficult part of this, however, we want to maintain outdoor visitation and in to do so, must follow these guidelines.
  - b. Per regulations, if physical contact is made, the resident will be placed on observation for 14 days, based on Maryland Department of Health guidelines. This means they will be quarantined to their apartment/room and monitored for signs and symptoms of COVID-19.
  
2. Is there a restroom I can use before or after my visit?
  - a. Not at this time, as we cannot allow visitors inside the building.
  
3. Can I sign up for visit time slots back to back? I live far away and/or would like to see my loved one for a longer time. For example 11-11:20 a.m. & 11:30 a.m.-11:50 a.m.?
  - a. Unfortunately, we are only able to offer one visit per resident each week to ensure every resident has an opportunity to have family visit. We also need to limit the amount of time our residents and staff are exposed to visitors. Twenty to 30 minutes is the maximum amount of time we feel comfortable with exposure to each visitor.
  
4. If I arrive earlier than my visit time, what should I do?
  - a. We ask that you stay in your car until a few minutes before your visit. This will ensure our team has enough time to clean and disinfect the visitation area prior to your visit.

5. Are walk-up visits allowed?
  - a. At this time, you **MUST** sign up through Sign-up Genius in order to visit your loved one.
  
6. Where should I park when I come to visit?
  - a. Families can park in any open space on the first left turn or third right turn, depending on the direction you are coming from and entering the community. Do not park in any fire lines, we are actively towing those who do so.

We also have handicap spaces at Circle Drive in front of the main entrance and the back of the building.

7. My loved one is not able to do an outdoor visit safely, what can I do? (For example, cannot keep mask on or can't tolerate the weather)
  - a. For skilled nursing residents we have implemented glass door/window visits for residents who cannot safely do an outdoor visit. To select this option, sign up for a virtual visit and type "GLASS DOOR VISIT" in the comments section.
  - b. For assisted living residents, we can accommodate a patio/parking lot visit where the resident can be in a shaded area on a patio and unmasked, with the family below. To select this option, sign up for a virtual visit and type "Patio/Parking Lot Visit" in the comments section.
  
8. If bad weather is expected, how will I know if my visit is cancelled and how do I reschedule?
  - a. Cancellations may occur due to weather (extreme heat or rain) or a change in open status as determined by the state. In the event of a cancellation, an email will be sent to the email registered on Sign-Up Genius.
    - i. If the 10 a.m. – noon session is cancelled, an email will be sent by 9 a.m.
    - ii. If the 1-4 p.m. session is cancelled, an email will be sent by 11:30 a.m..
  - b. You will have to sign up through Sign-Up Genius in order to reschedule.
  
9. I typically bring something special for my loved one each time I visit. Can I continue to do this?
  - a. You can certainly still bring items for your loved one, but not to the visitation site. Please follow our normal procedure for dropping off items at the main entrance.
  
10. All sign-ups are taken through Sign-Up Genius
  - Assisted Living:** <https://www.signupgenius.com/go/assistedlivingcourtyard>
  - Skilled Nursing:** <https://www.signupgenius.com/go/tvaafamilysignup>
  - a. Please include your family members name and room number as well as your name, email, and contact information so easily set up your visit and contact you if needed.