



THE VILLAGE AT
AUGSBURG
A National Lutheran Community

Date: August 27, 2020
To: Augsburg AL & SNF Residents & Families
From: Cyndi Walters, Interim Executive Director
Subject: Path Forward Outdoor Visitation Update

The moment we have all been waiting for and working towards – where we can reconnect residents and their families face-to-face for a visit together on the patio has arrived. Although we will be social distancing, wearing masks, and have a number of other criteria to follow, we know that everyone is looking forward to this opportunity!

As of the writing of this memo, we do have permission from the Baltimore County Department of Health to commence with outdoor visitation for assisted living resident and skilled nursing residents. On Monday, August 31, we will begin our heavily coordinated efforts to offer our Patio Visits. We will continue to be closely monitored by the Department of Health. If they find us in violation of any of the guidelines required, they reserve the right to discontinue in-person visitation.

In order to accommodate as many resident connections as possible, we are following these guidelines:

- All sign-ups will be taken through Sign-Up Genius
Assisted Living: <https://www.signupgenius.com/go/assistedlivingcourtyard>
Skilled Nursing: <https://www.signupgenius.com/go/tvaafamilysignup>
- Prior to visiting, all visitors will be asked to sign the Visitation Sign In Sheet (example attached), acknowledging visitation guidelines
- In an effort to schedule as many visits as possible, families are asked to schedule **ONE** visit for their loved one per week. If a second visit is scheduled, we will unfortunately have to cancel it until we can ensure each resident has been offered a visit.
- In adhering to state guidelines, a maximum of two people are permitted to attend the patio visit. We cannot allow families to “swap out” members during the visit so more people can be involved. Separate visits will need to be scheduled to accommodate more family members.
- All guests are required to remain at least six feet away from your loved one, other visitors and staff members at all times. Any visitors who do not comply with safety guidelines (masking and social distancing) will be asked to leave. To participate in the visit, each guest must bring a face mask to wear, agree to a temperature check and symptom screening and provide an acknowledgement to the community’s visitation guidelines.
 - Worn properly, face masks should be attached to both ears and fully cover both the nose and mouth.

MEMORANDUM

- If you are experiencing symptoms of COVID-19 or any other illness, please reschedule your visit for a different day.
- Visitors and residents must wear a face mask at all times.
- Visitors and residents will be provided with hand sanitizer before and after each visit.
- The visitation area will be cleaned and disinfected between visits.
- We recommend you bring a folding chair for your visit.
- All patio visits will be no longer than 20 minutes, recognizing many residents may not have the endurance to sustain a longer period of time.
 - Arrive no more than five minutes prior to your visit
 - Be prepared to accomplish your visit within 20 minutes, so our Environmental Services team can disinfect the visitation area prior to the next visit.
 - Due to health conditions, not all residents will be able or willing to participate in Patio Visits. For these residents, our clinical team will contact the primary representative to communicate this recommendation. Glass door visits may be a more suitable option.
- Cancellations may occur due to weather (extreme heat or rain)
 - In the event of a cancellation, an email will be sent to the email used to register on Sign-Up Genius.
- A team member will be present for all visits to ensure that all participants are following appropriate social distancing and face mask protocols.
- The building remains closed to guest entry and will not be accessible during Patio Visits.
- Please do not bring items for your loved one to the visitation site. Please follow our normal procedure for dropping off items at the entrance.

As we launch in-person visits, we will continue with virtual visits. However, as we begin Patio Visits, our team will have additional responsibilities while balancing our regular resident engagement opportunities. With all of this in mind, we do ask that if you have scheduled a Patio Visit, that you not schedule Virtual Visits on the same day. We will make every effort to connect residents and families in as many ways as possible, and we thank you for your understanding.

Above all, we ask that you respect each of the guidelines that are in place for these outdoor visits so that we can continue to offer them. As we learn more about the flow of the visits, enhancements will likely occur. As they've displayed many times since the start of the COVID-19 pandemic, our team remains committed to making necessary changes to improve processes for resident and family experiences.

While the Baltimore County Department of Health has approved our community's outdoor visitation plan, they can decide to pause outdoor visitation for our community if deemed necessary. We will keep you informed of any changes.

Thank you again for your support and encouragement as we once again make changes in our operations in order to meet the needs of residents and families.