

Heath House Indoor Visitation Fact Sheet

Dear Families and Friends,

We are pleased to be able to welcome you back for limited **indoor** visitation with your loved one. Although the CDC and CMS/NCDHHS have issued guidance for indoor visitation, these agencies have provided the following statement in their guidance:

“Outdoor visitation is the preferred method of visitation, even when the resident and visitor are fully vaccinated against COVID-19. Outdoor visits generally pose a lower risk of transmission due to increased space and airflow. Therefore, visits should be held outdoors whenever practicable.”

If an indoor visit is desired, we will be following these protocols for the safety of our residents, visitors and staff:

- All visits will be by appointment only and will be scheduled online. Please use this link to schedule: <https://calendly.com/heathhouseal/front-porch>
- Visits are limited to two visitors per resident for a time period of 20 minutes.
- All visitors must be 16 years or older.
- Visits will be in designated areas.
- In-room visits will occur only if the resident has a private room or if the roommate of a resident in a shared room has agreed to vacate throughout the duration of the visit.
- The visitor areas will be supervised at all times by facility staff.
- All visitors must complete a COVID screening questionnaire and temperature check prior to entering the visitation area.
- Visitation areas will be marked with social distancing guides. Please maintain social distance, including during in-room visitation.**
- If your loved one needs assistance, please alert one of our staff and they will assist.
- All tables and chairs will be disinfected after each visit, as will door knobs and frequently touched surfaces of bedrooms.
- Visitors and residents must wear a mask for the entire visit. Visitors are expected to supply their own masks. Visitors and residents will be asked to use hand sanitizer before and after the visit.
- Any packages brought for residents must continue to be dropped at the front door for proper disinfection before delivery to the resident.
- Visits must be scheduled at least 24 hours in advance.
- Visiting hours: **Tuesdays and Thursdays: 1:00 PM to 2:00 PM and 6:30PM to 7:30PM**
Saturdays 9:00 AM to 12:00 PM
- Visitors may be required to leave at any time if they do not comply with the visitation guidelines or core infection prevention principles.

The facility reserves the right to cancel, suspend or pause visitation for any reason. If a new case of COVID-19 is identified at the facility, visitation will be suspended at a minimum of 28 days.

**This updated guidance acknowledges that there is no substitute for physical contact, such as the warm embrace between a resident and their loved one. Therefore, if the resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while both wearing a well-fitting face mask and performing hand-hygiene before and after.

Thank you for helping us to keep our residents, our staff and yourselves safe.