

Twelve Oaks Visitor Fact Sheet

Welcome Families and Friends,

We are pleased to be able to welcome you back for limited visitation with your loved one. For the safety of our residents and their guests, we will be following these protocols:

- Visits will be by appointment only and will be scheduled online. Please use this link to schedule:
 - For AL: <https://calendly.com/twelveoaksal/front-porch>
 - For Memory Care: <https://calendly.com/twelveoaksmc/courtyard>
- Visits are limited to two visitors per resident for a time period of 20 minutes.
- All visitors must be 18 years or older.
- Visits will be in designated areas.
- 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.
- All visits will be outdoors, weather permitting. Cancellation will be at the discretion of the community as regards inclement weather and/or extreme temperatures.
- Visitation areas will be marked with social distancing guides. Please maintain social distance as marked. Unfortunately, physical contact must be avoided.
- If your loved one needs assistance, please alert one of our staff and they will assist.
- Restrooms will not be available to guests.
- All tables and chairs will be disinfected after each visit.
- 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 schedule at least 24 hours in advance.
- Visiting hours: **Tuesdays and Thursdays 1:30 PM to 4:30 PM**
Saturdays 2:00 PM to 4:00 PM

Visitors may be required to leave at anytime if they do not comply with the visitation guidelines.

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.

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