

## **Cedarbrook Village, Incorporated Visitors' Expectations Fact Sheet**

- Visitation is Monday – Friday during regular business hours of 8 a.m. – 4 p.m. Visits outside of regular business hours can be requested by contacting the Vice President of Assisted Living Services or a member of the Cedarbrook Visitation Committee.
- No unscheduled visits will be permitted.
- The facility is required to suspend visitation for 14-days effective immediately if and when there is a COVID-19 positive resident and/or employee/vendor. Families will be notified of this via the website, email, and telephone communication.
- For the safety of our residents and staff, please do not come to visit if you are sick.
- Visitors are screened for signs and symptoms of COVID-19 prior to resident access, and visitation will be refused if the individual(s) exhibits any COVID-19 symptoms or do not pass the screening questions.
- Screening shall consist of both temperature checks and screening questions to determine potential exposure to COVID-19, which shall include questions regarding international travel or travel to other states designated under the Commissioner's travel advisory. Visitors should arrive 10-15 minutes prior to their scheduled visit time in order to complete the screening process and paperwork requirements.
- Documentation must include the following for each visitor to Cedarbrook Village:
  - First and last name of the visitor;
  - Physical (street) address of the visitor;
  - Daytime and evening telephone number;
  - Date and time of visit;
  - Email address, if available.
- Visitation includes, but is not limited to, family members, loved ones, and representatives from the long-term care ombudsman program (LTCOP).
- At no time shall the number of visitors exceed 10% of the total in-house census at any one time.
- Cedarbrook Visitation Committee will consider staffing, resident activity programs, meal times, and available designated space for all visitation. As a result, visitation is by appointment only.
- At this time, visitation is strictly prohibited in resident apartments or common areas with the exception of residents receiving end-of-life care.
- Visitation will be limited to outdoor areas, weather permitting.
- Once approved for visitation, visitors will be given a sticker that must be worn at all times during the visit.
- Visitation may be inside under certain limited circumstances as approved by the Vice President of Assisted Living Services or Case Manager.
- For inclement weather, the facility Parlor is the primary designated visitor area.
- Both the parlor and balcony offer enough space for good social distancing, are in close proximity to hand-washing stations, allow for close staff supervision, and have sufficient ventilation.
- For inclement weather, the facility Balcony is the secondary designated visitor area.
- During all visits, facemasks are required and are provided by Cedarbrook Village.
- Visitors under the age of 18 must be accompanied by an adult 18 years of age or older as outlined in the Rules of the Residence. NO PETS are permitted at this time for visitation.

**CEDARBROOK VILLAGE, INC.**

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- Visitors must wear a face mask or face covering which covers both the nose and mouth at all times when on the premises of Cedarbrook Village.
- Visitors must maintain social distancing at all times.
- Facilities will provide alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol, to residents, visitors, and representatives of the long-term care ombudsman prior to visiting the residents. Rub hands together using friction following posted guidance.
- A copy of Cedarbrook Village's formal COVID-19 Visitation Plan is posted on the Cedarbrookvillage.org website, Facebook private members-only group, and broadcasted via email, if available. Residents and family members are encouraged to check these sources for updates regarding visitation.
- Assigned Cedarbrook staff are required to monitor the visitation process. If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.

### Questions can be directed to:

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