



To: Timbercrest Manor Residents and Families

From: Christy Huiras, Chief Operating Officer

Date: June 12, 2020

Re: Outdoor Visitation Guidelines

We are excited to begin scheduled outdoor visits for Timbercrest's residents on Monday, June 15. Please review the following information and guidelines for planning your outdoor visit. It is important to know these visits are scheduled visits and limited to designated areas.

In addition to the following guidelines, we ask you respect others' gatherings and avoid disturbing someone else's visit. Each visit is a treasured time.

Because of our limitations in the number of visits each day, we encourage you to continue window visits in between scheduled outdoor visits.

You are an amazing group of people and we thank you for your continued support during this challenging time.

Outdoor Visitation Guidelines During a Pandemic

Timbercrest recognizes the importance of the role of family and friends in the lives of our residents. Likewise, we are committed to following regulatory requirements of the Indiana State Department of Health (ISDH) and the Centers for Medicare and Medicaid Services (CMS) to ensure the health and safety of the Timbercrest community. Timbercrest has made the following provisions for residents and their visitors to ensure ISDH's Outdoor Family Visitation for Long-Term Care Facilities guidelines are met.

Visitation Schedule:

- Scheduled visits will begin on Monday, June 15, 2020.
- Visiting hours are 8:30 a.m. – 5:00 p.m. *Initially, visitation is limited to Monday – Friday.*
- Visits must be scheduled in advance.
 - Online: www.timbercrest.org, click on the COVID-19 Information banner, and select Schedule a Family Visit
 - Telephone: Call 260-982-2118
- Visits will be limited per resident to ensure all residents have an opportunity for a visit. Initially, each resident's family should plan 10 days between visits for Residential residents, and 7 days between visits for Health Care and Crestwood residents. Beginning June 25, if there is an available visitation slot

available within 24 hours, an additional visit may be scheduled.

- Visits end promptly at the designated time to allow for proper sanitation between visitors.
- Timbercrest retains the right to deny outdoor visitation if it is believed, 1) circumstances pose a risk of transmitting COVID-19 to the facility, or 2) either the resident or visitors might be at risk.
- Visits may be cancelled or postponed on days with weather warnings that may pose a risk to residents and visitors.

Outdoor Visiting Areas:

- Residential Residents:
 - Chapel Porch (at Chapel Entrance)
 - Front Garden Patio (at Main Entrance)
- Health Care & Crestwood Residents:
 - Terrace Gazebo (at Health Care & Crestwood)
 - Terrace Pergola (at Health Care & Crestwood)

Restrooms:

Portable restrooms are available near each visitation area. (The Manor remains restricted to visitors.)

Visitors:

- Bring your own face mask or face covering. It must be worn properly for your entire visit.
- Due to space limitations, please limit the number of visitors to 4 or less.
- Check-in at Timbercrest's Main Entrance upon arrival on campus at least **20 minutes prior** to your scheduled visit. If you find you cannot arrive on time or there was a change in plans, please contact the Timbercrest Administration Office as soon as possible.
- Complete a COVID-19 screening consisting of:
 - Check for signs and symptoms of COVID-19
 - Possible exposure you may have had to others with COVID-19
 - Attest to your COVID-19 test results, and if you have had COVID-19, provide proof (e.g., doctor's note) you no longer meet CDC criteria for transmission-based precautions
 - Demonstrate your ability to use hand sanitizer effectively. Timbercrest staff will provide instruction as needed.
- Sign an attestation statement acknowledging your commitment to comply with Timbercrest's Outdoor Visitation Guidelines.
- Use hand sanitizer at the beginning and end of your visit. Hand sanitizer is available at each designated visiting area.
- Will maintain social distancing of 6 feet or more between you and your loved one.
- Will remain in assigned visiting area for entire visit.
- Will be age 12 or older. Visitors with children must be able to manage them, and children must be able to wear a face mask during the entire visitation.
- Will not bring a pet to visitation.
- May provide food and beverage to your loved one consistent with dietary considerations, but food should not be shared between you and your loved one.

Residents:

- Use hand sanitizer at the beginning and end of your visit. Hand sanitizer is available at each designated visiting area.
- Will maintain social distancing of 6 feet or more between you and your loved one.
- Will wear a face mask during the entire visit.
- Will remain in assigned visiting area for entire visit.
- May accept food and beverage from your loved one consistent with dietary considerations, but food should not be shared between you and your loved one.

Timbercrest Staff:

- Will oversee schedule for requested visits.
- Will check-in and screen all visitors before directing visitor to the visitation area.
- Will host each visit to ensure safety. This includes, but is not limited to,
 - Ensuring the visit area is properly prepared for safe visits.
 - Sanitation of visitation areas between visits.
 - Be physically present as necessary to ensure a safe visit.
- Will ensure resident arrives safely to the designated outdoor visit area.

***Thank you for your diligence in complying with our guidelines
and helping us keep each other well.***

Making Good Things Happen...Together!