



To: Timbercrest Community

From: Christy Huiras, Chief Operating Officer

Date: March 10, 2021

Re: Visitation Changes

With additional information from the Indiana State Department of Health (ISDH), residents are now able to receive visitors in their accommodations. Please note, ISDH has not yet changed guidance to account for vaccination of residents and their visitors.

If you already have a scheduled visit you now have a few options:

- Visit off campus. For Health Care and Crestwood residents, please arrange an off-campus visit with the respective nursing station in advance. (Isolation required upon return for leaves of 24 hours or more.)
- Visit in the resident's accommodation, see guidelines below
- Visit in the visiting area as planned, with a one-hour limit

NEW: Guidelines for In-Room Visitations:

- Scheduled visits are not required
- A limit of 2 visitors per accommodation
- Visiting Hours
 - Daily 9:00 a.m.-Noon, 2:00 p.m.-4:30 p.m.
 - Evening hours on Tuesday, Friday, Sunday 6:00 p.m.-7:00 p.m.
 - Special arrangements as needed
- Use the Hub entrance during visiting hours*
- Complete and pass a COVID screening before each visit.
- Visitors must check out at the Hub entrance at the end of the visit. Please check out by the end of visiting hours unless other arrangements are approved.
- Maintain safe distancing (6 feet or more)
- Visitors and residents must wear a face mask correctly (cover your nose and mouth) at all times.
- Visitors with children must be able to manage them and children must be able to wear a face mask. Children under the age of 2 are not required to wear a mask.
- Use the route established to travel to and from the resident's accommodation.
- Remain in the resident's accommodation during your visit.
- Use hand sanitizer before and after your visit.
- Eating during the visit is not permitted.
- The length of the visit is based on the resident's needs. Timbercrest has the right to limit the length and frequency of the visit based on resident need.
- Overnight visits are not permitted
- Visitation privileges may be revoked for noncompliance.

*It is vitally important that all visitors access the building through the established entrances at the Hub during visiting hours or Health Care after visiting hours.

Scheduled Indoor Visits, Outdoor Visits, and Virtual Visits are still visit options available to you. Please make your request at least 2 business days in advance. Designated visiting areas are sanitized between visits.

- Scheduled indoor visits in designated visiting areas can be arranged on Timbercrest's website. See link on the COVID-19 Information page. Group size is limited to 4, including the resident(s). Special arrangements can be made for groups of up to 6 individuals, including the resident(s).
- Outdoor visits can be scheduled for a designated visiting area by emailing visits@timbercrest.org. Or, you can go for a walk on campus with your visitor. Outdoor visits are weather permitting and based on the resident's health.
- Virtual visits can be scheduled by emailing visits@timbercrest.org.

We are working to update our online scheduling system to accommodate requests for each of these types of visits. We will let you know when the changes have been made.

Remain Diligent

With the recent reduction in restrictions and vaccinations, it is tempting to let our guard down. Please keep encouraging each other to remain diligent as we continue to follow the State and Federal guidelines. Continue wearing face masks, sanitizing hands, and keeping a safe distance from others. Thank you for doing your part.

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