



To: Timbercrest Community

From: Christy Huiras, Chief Operating Officer

Date: March 19, 2021

Re: Visitation Changes

The Indiana State Department of Health (ISDH) released additional information and guidance in response to COVID-19 vaccination. The new guidance recognizes the need to balance infection prevention precautions and restrictions “with residents’ fully vaccinated status for COVID-19 and need for increased socialization and visitation, in addition to [residents’] physical and mental well-being.”

Effective immediately, Timbercrest is increasing normal visiting hours to 9:00 a.m. to 7:00 p.m. If you are unable to visit during those hours, please contact Timbercrest to make other arrangements.

Visits in the residents’ rooms are permitted. However, visits in designated areas are encouraged. Designated areas can be reserved through the visitation calendars on Timbercrest’s COVID-19 Information web page.

Visitors, when planning your visit please verify with the resident of their desire to have a visitor in their room. Some residents may prefer to visit outdoors or in a designated indoor visiting area. This is especially helpful for residents living in Residential Living (Full Service Plan or Option Plan).

Close contact is defined as being within 6 feet of someone for a cumulative total of 15 minutes over a 24-hour period (e.g. three 5-minute exposures for a total of 15 minutes).

Physical touch is now permitted by the new ISDH guidance. “If the resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well-fitting mask and performing hand-hygiene before and after.” Close contact should be kept to a minimum to reduce any risk of exposure.

Visitors and residents may take walks on campus and visit outside with safe distancing. If pushing a resident in a wheelchair, keep your walk time to less than 15 minutes in consideration of the close contact guidelines. Walks outside are encouraged.

Visitors may bring food to a resident, but you cannot share food with the resident (e.g., you cannot both eat from the same bag of chips). Also, if the resident has a dietary restriction (e.g., can only have soft foods or cannot eat certain types of food) then the food must meet these restrictions. If you are unsure if your loved one has food restrictions contact Timbercrest ahead of time to learn what is allowed.

All visitors (indoor and outdoor visits) will continue to be screened for signs and symptoms of COVID-19 and potential exposures to COVID-19. Visitors are encouraged to be vaccinated but it is not mandatory. Out-of-state visitors who are not fully vaccinated are encouraged to call Timbercrest prior to a visit.

While Timbercrest will continue to sanitize high frequency touched surfaces routinely, residents and visitors will be responsible to sanitize following a visit. If you are not able to do so, please contact Timbercrest following the visit.

The following Visitation Guidelines remain in place. Your commitment to following these and those listed above will help us.

- Scheduled visits are not required
- A limit of 2 visitors per accommodation
- Up to 6 individuals including the resident may visit in one of the designated visiting spaces by online reservation
- Use the Hub entrance during visiting hours*
- Complete and pass a COVID-19 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 made.
- 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 visiting area during your visit.
- Use hand sanitizer before and after your visit.
- 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.

Suspension of Visits and Excursions

Indoor visitations and excursions may be suspended with very little notice if a concern for COVID exposure develops. We will communicate any changes as quickly as we are able to those contacts in our daily COVID reporting group. Please share this with your extended family and friends.

Scheduled Indoor Visits, Outdoor Visits, and Virtual Visits are still visit options available. You can reserve these designated spaces or virtual visits through the visitation calendars on Timbercrest's COVID-19 Information web page. Please make your request at least 2 business days in advance.

We are excited for residents to be able to continue to have opportunities to visit with family and friends and, yet, we recognize the need to continue to be diligent in infection control measures. The Timbercrest community has been amazing in helping us keep our residents well. Thank you for your diligence in helping us stay in regulatory compliance during these challenging times.