

Visitor Protocols

The Centers for Medicare and Medicaid Services (CMS) issued new guidance on March 10, 2021 regarding visitation. The protocols below are consistent with the guidance issued by CMS. In an effort to continue to ensure the safety of your loved one and our residents and staff, we are asking for your full cooperation.

- Visiting hours for residents who live in our nursing community, personal care in the Abundant Life Center and Newhaven Court are as follows:
 - 9:00 a.m. – 11:00 a.m.
 - 12:30 p.m. – 4:00 p.m.
 - 5:30 p.m. – 8:00 p.m.
- While you do not need to schedule a visit, please call the Household Coordinator in the area where your loved one lives to let us know what day you are planning to visit. At Newhaven Court, please contact Amy Carr.
- Visitors should arrive at the ***North Entrance*** of the Abundant Life Center and must be screened prior to proceeding to your visit. At Newhaven Court, visitors should enter through the front door and must be screened prior to proceeding to your visit. Visitors who do not pass the screening process or who have tested positive for COVID-19 within the last 14 days are not eligible to visit.
- Visitors must register and provide their contact information and must use hand sanitizer prior to and during their visit.
- Visits are limited to no more than 3 people (2 people are preferred) per resident. Children are welcome but are included in the limits stated here. Pets are not permitted.
- Visitors must abide by CMS's Core Principles of COVID-19 Infection Prevention which include wearing a properly fitted mask or face shield during the visit, maintaining six feet of physical distance and practicing proper and frequent hand hygiene.
- Fully vaccinated residents may choose to have close physical contact (including touch) with their visitor but are required to wear a well-fitted face mask and perform hand-hygiene before and after.
- CMS is clear that outdoor visitation is preferred even when the resident and visitor are fully vaccinated and we will encourage that as the weather begins to improve. However, visits may also occur in the resident's home (room or apartment).
- Visitors are asked to physically distance from other residents and staff in the community.
- Compassionate Caregivers will no longer have to adhere to the two hour limit but will have to stay within the visiting hours and continue to be tested on the same schedule as staff testing.

Please remember that if you do not adhere to these visiting protocols that you may be asked to leave the community and your visitation status will be reassessed by the team in order to protect our residents and staff.