



**To:** All Residents, Families and Team Members

**From:** Kyle Hrebren, Executive Director

**Date:** July 22, 2020

**Subject:** Path Forward Update

## Memorandum

The moment we have all been waiting for and working towards – where we can reconnect residents and their families face-to-face for a visit together on the patio has arrived. Although we will be social distancing, wearing masks, and have a number of other criteria to follow, we know that everyone is looking forward to this opportunity!

As of the writing of this memo, we do have permission from the Maryland Department of Health to commence with outdoor visitation for residents living in our Health Center. This Thursday, July 23, we will begin our heavily coordinated efforts to offer our Patio Visits.

In order to accommodate as many resident connections as possible, we are following these guidelines:

- All sign-ups will be taken through SignUpGenius at <https://www.signupgenius.com/go/tvarvisits>
- In an effort to schedule as many visits as possible, families are asked to only schedule **ONE** visit for their loved one per week. If a second visit is scheduled, it will be cancelled until we can ensure that each resident has been offered a visit
- A maximum number of two guests are permitted to attend the Patio Visit
- Please remain at least six feet away from your loved one, other visitors and staff members at all times. Any visitors who do not comply with safety recommendations (masking and social distancing) will be asked to leave. To participate in the visit, each guest must bring a face mask to wear, agree to a temperature check and symptom screening and provide an acknowledgment to the community's visitation guidelines
  - Worn properly, face masks should be attached to both ears and fully cover both the nose and mouth
  - If you are experiencing symptoms of COVID-19 or any other illness, please reschedule your visit to a different day
- Visitors and residents must wear a face covering at all times.
- Visitors and residents will be given hand sanitizer before and after each visit.
- Visitation area will be cleaned and disinfected between visits.
- All Patio Visits will be no longer than 20 minutes, recognizing that many residents may not have the endurance to sustain a longer period of time
  - Arrive no more than five minutes before your visit
  - Be prepared to accomplish your visit within 20 minutes so that our Environmental Services team can disinfect the visitation area prior to the next visit
  - Due to health conditions, not all residents will not be able or willing to participate in Patio Visits. For these residents, our clinical team will contact the primary resident representative to communicate this recommendation. Glass door visits may be a more suitable option.

- All visits will be held between 10 a.m. and noon and 6 – 8 p.m., weather permitting
- Cancellations may occur due to weather (extreme heat or rain) or a *change in open status as determined by the state*
  - In the event of a cancellation, an email will be sent to the email registered on SignUpGenius
  - If the 10 a.m. – noon session is cancelled, an email will be sent by 9 a.m.
  - If the 6 – 8 p.m. session is cancelled, an email will be sent by 5 p.m.
- A team member will be present for all visits to ensure that all participants are following appropriate social distancing and face mask protocol
- The Health Center remains closed to guest entry and will not be accessible during Patio Visits
- Please do not bring items for your loved ones to the visitation site. Please follow our normal procedure for dropping off items at the main entrance.

### **Dates and Location**

- Assisted Living patio visits will take place on Tuesdays and Thursdays beginning Thursday, July 23 at our Terrace level entrance. Please note: if your loved one is in quarantine or isolation for any reason, these visits are not permitted. Second floor and third floor patio visits will take place on Mondays, Wednesdays and Fridays beginning Friday, July 24 at the Terrace level entrance. *Please note: if your loved one is on 3VA or in quarantine or isolation for any reason, these visits are not permitted.*
- The weekend virtual visits schedule now allows for Glass Door Visits on our Lang Hall patio. Assisted Living visits will take place on Saturdays and second floor visits will take place on Sundays. 3MD visits will take place on Wednesday between 1 and 5 p.m. In the special remarks section, you can indicate glass door.
- Virtual visits will continue to happen Monday through Friday from 1-5 p.m. in our designated communities unless otherwise noted.

As we launch Patio Visits, we will continue with Virtual Visits. However, as we begin Patio Visits, our team will have additional responsibilities while balancing our regular resident engagement opportunities. With all of this in mind, we do ask that if you have scheduled a Patio Visit, that you not schedule Virtual Visits on the same day. We will make every effort to connect residents and families in as many ways as possible, and we thank you for your understanding.

Above all, we ask that you respect each of the guidelines that are in place for these outdoor visits so that we can continue to offer them. As we learn more about the flow of the visits, enhancements will likely occur. As they've displayed many times throughout the past four months, our team remains committed to making necessary changes to improve processes for resident and family experiences.

While the Maryland Department of Health has approved our community's outdoor visitation plan, they can decide to pause outdoor visitation for our community if deemed necessary. We will keep you informed of any changes.

In our ongoing efforts to keep the safety and well-being of residents and team members as top priority, we will continue our state-mandated weekly team member testing, daily symptom screenings for team members, twice-daily symptom screenings for residents, and testing for residents who present with symptoms of the coronavirus.

Thank you again for your support and encouragement as we once again make changes in our operations in order to meet the needs of residents and families.

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For reference:

Path Forward [www.thevillageatrockville.org/pathforward](http://www.thevillageatrockville.org/pathforward)

COVID-19 Dashboard <https://www.thevillageatrockville.org/covid-19-dashboard/>

Patio Visits <https://www.signupgenius.com/go/tvarvisits>

Virtual Visits <https://www.signupgenius.com/go/tvarvirtualvisits>