

THE WOODLANDS

a retirement community

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May 4, 2021

Dear Residents and Families,

I wanted to send out a letter reminding you about our visitation policy. As many of you know, we were able to offer indoor visits on March 26, 2021. Our visits have been going very well and our residents have been enjoying getting to see friends and families. I want to remind everyone that we have to monitor the number of visitors in our building and maintain compliance with the core principles of COVID-19 infection control practices.

We continue to offer visits inside at designated times in the main dining room for a 1-hour timeframe. Two visitors per resident will be allowed to visit at the designated times on designated days. The following is our visitation schedule:

Mondays: 10:00 am – 11:00 am, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Tuesdays: 2:00 pm – 3:00 pm, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Wednesdays: 10:00 am – 11:00 am, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Thursdays: 2:00 pm – 3:00 pm, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Fridays: 10:00 am – 11:00 am and 6:30 pm – 7:30 pm

Residents residing in private rooms may have their visitation in their room rather than the dining room. However, the visit will still need to be reserved through the receptionist and the visitor must adhere to the designated time frame and limited number of visitors.

Outdoor visitation can be accommodated when practical. However, weather considerations (e.g., inclement weather, excessively hot or cold temperatures, poor air quality) or individual resident's health status may hinder outdoor visits.

Newly admitted residents, Rehab-to-Home residents and residents with exposure to COVID-19, whether vaccinated or unvaccinated, are not allowed visitation until they meet the criteria for release from quarantine (per CMS and CDC guidelines). Residents on transmission-based precautions for COVID-19 or quarantine should only receive visits that are virtual, through windows, or in-person for compassionate care situations, with adherence to transmission-based precautions.

We acknowledge this is a difficult time for our new residents and quarantine can be really hard and lonely. We are able to offer compassionate care visits to those residents. However, we have to continue to monitor the number of visitors in the building and maintain everyone is following all of our protocols. Those visits must be reserved through our receptionist and adhere to the above designated visitation times. Special accommodations can be arranged through the clinical management team. All visitors must enter and exit the building through our main entrance.

This has been a period of challenges, of awakening and reflection resulting in a stronger sense of unity among residents and team members. I personally cannot thank you enough for your patience and understanding over the course of the last year.

If you have questions or concerns, always feel free to reach out to me anytime.

Sincerely,



Dina Spies
Executive Director

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Resident Leave of Absence (LOA) and Visitation Protocols –

We follow the following core principles of COVID-19 infection prevention with all LOAs and Visitation:

- Screening of all who enter the facility for signs and symptoms of COVID-19 (e.g., temperature checks, questions about and observations of signs and symptoms), and denial of entry of those with signs or symptoms or those who have had close contact with someone with COVID-19 infection in the prior 14 days (regardless of vaccination status). Anyone entering the facility should inform the facility if they develop a fever or symptoms consistent with COVID-19 within 14 days of a visit to the resident.
- Hand hygiene (use of alcohol-based hand rub is preferred)
- Face covering or mask (covering mouth and nose)
- Social distancing at least six feet between persons

Visitation

Inside visitation will be offered at designated times in the main dining room for a 1-hour timeframe. Two visitors per resident will be allowed to visit at the designated times on designated days.

During visitation, visitors are limited to movement throughout the facility. Visitors must go directly to the designated visitation area. Visitors are not allowed to travel down hallways or throughout the building unaccompanied.

Visitation schedule:

Mondays: 10:00 am – 11:00 am, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Tuesdays: 2:00 pm – 3:00 pm, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Wednesdays: 10:00 am – 11:00 am, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Thursdays: 2:00 pm – 3:00 pm, 3:00 pm – 4:00 pm, and 6:30 pm – 7:30 pm
Fridays: 10:00 am – 11:00 am and 6:30 pm – 7:30 pm

The facility is able to accommodate 16 resident visits at each of the designated times. All visits must be reserved in advance. Visitors can contact the facility receptionist to reserve the visitation. Any visits must follow the following guidelines:

- Temperature and screening prior to visit
- Only 2 visitors at a time; 60-minute visits
- Hand hygiene before/after the visit
- Use of a cloth face covering or face mask for both the resident and visitors
- Physical distancing (maintaining at least 6 feet between people)

This continues to be the safest way to prevent the spread of COVID 19, particularly if either party has not been fully vaccinated. However, we acknowledge the toll that



separation and isolation has taken. We also acknowledge that there is no substitute for physical contact, such as the warm embrace between a resident and their loved one. Therefore, if the resident is fully vaccinated, they can choose to have close contact, including touch, with their visitor in accordance with the CDC's updated healthcare infection prevention and control recommendations in response to COVID 19 vaccination. **Visitors should continue to physically distance from other residents and staff in the facility.**

If the resident is residing in a private room, they may have their visitation in their private room rather than the dining room. However, the visit will still need to be reserved through the receptionist and the visitor must adhere to the designated time frame and limited number of visitors.

Outdoor visitation can be accommodated when practical. However, weather considerations (e.g., inclement weather, excessively hot or cold temperatures, poor air quality) or individual resident's health status may hinder outdoor visits.

Quarantine Status

Newly admitted residents, Rehab-to-Home residents and residents with exposure to COVID-19, whether vaccinated or unvaccinated, are not allowed visitation until they meet the criteria for release from quarantine (per CMS and CDC guidelines).

Residents on transmission-based precautions for COVID-19 or quarantine should only receive visits that are virtual, through windows, or in-person for compassionate care situations, with adherence to transmission-based precautions.

Compassionate Care Visits

Compassionate care visits are special visits in which a family member or other visitor provides comfort, support and/or assistance to a resident whose well-being is suffering or at risk, or who is at end of life. This facility tries to identify the need for such visits using a person-centered approach and working with residents, families and loved ones. Compassionate care visits have heightened protections and occur through a person-centered approach, meaning support is planned and provided based on the resident's individual needs. Compassionate care visits must adhere to the core principles of COVID-19 infection prevention with all LOAs and Visitation. All compassionate care visits must be reserved through the receptionist or clinical manager. Each individual compassionate care visitor must comply with facility infection control practices, designated visiting area (e.g., resident's room), designated visitation time frame, and limited number of visitors.

Leave of Absence



Residents are welcome to go on outings with education provided regarding social distancing, appropriate hand hygiene, and use of a cloth face covering or face mask.

Once the resident returns from an outing, they will be screened and monitored for signs and symptoms of COVID-19. If signs or symptoms are present or the resident or their family reports possible exposure, the resident will be placed on transmission-based precautions and tested for COVID-19.

Residents will not be placed on quarantine unless they have signs or symptoms of COVID-19 or test positive for COVID-19.