

## GUIDANCE FOR FAMILY WINDOW VISITS

### 1. All Visitors MUST:

- Schedule their visit ahead of time with SS on the unit's designated visiting day.
- Arrive 5 minutes early to get prepared at the window visit area; remain in car if arriving earlier.
- Enter through the courtyard gate for and proceed to the sliding glass door area on the left at the Fountain Hill Site. For all visits at CBA, please report to the Main Entrance Vestibule/ D Wing side entrance. The Brookview Entrance Vestibule is available for a handicapped accessible visit/special circumstances.
- Always wear a mask/ face covering during the window visit.
- Always maintain 6 ft. social distancing among visitors in the outside area.
- Use hand sanitizer before and after visitation.
- Stay in designated window visit area.
- Refrain from discussing private health information (PHI) during the visit.
- Refrain from bringing any items (food/gifts, etc.) to window visit.
- Stay within the 15-minute visit time allotment.
- Stay home if ill or visited a travel advisory county or state in the past 14 days. Access will be denied if either of these conditions exist.

### 2. Visiting hours and rules:

- M-F 9:00 am- 1130 am and 1:00 pm- 4:00 pm. (Last visit begins at 4 pm). Schedule may be adjusted based on weather/darkness.
- Visitation will be limited to 15 minutes. There is no limit on the number of visitors in the window area at CBFH. At CBA, the window visitation area is limited to 3 people at a time. Visit time may be divided among more people. Children are welcome and must wear a mask if older than 2 years of age. Social distancing restrictions are in effect. Each family member may need to take a "turn" at the window area.
- Residents will be offered window visit or virtual visit as schedule allows.
- All visits are staff monitored for compliance to rules.
- Pets may accompany visitors in the window visit area. Any pet toileting issues will be attended to by the visitor.
- Non – compliance will result in termination of the visit.

### **3. Scheduling Visits:**

- To schedule a visit, contact the resident's Social Worker.
- Please note when scheduling you will be provided with the guidelines/education for the window visit. An opportunity to ask questions will be provided. Education will be documented.
- To cancel an appointment please call the resident's Social Worker at least 24 hours in advance if possible. When Social Services is not in the office, please notify the Nursing Supervisor on duty of the cancellation.

### **5. Additional information:**

- Visitors must provide their own masks for the window visit.
- The outside window surface must be disinfected by the visitor before and after the visit under the supervision of the monitor. Supplies will be provided.
- If the resident or visitor is unable to hear through the glass, cell phones will be utilized to facilitate communication. Visitors will use their personal cell phone and the resident will use either their own personal cell phone/facility cell phone.

**PLEASE ENJOY YOUR WINDOW VISIT WITH YOUR LOVED ONE!**