



MEMORANDUM

TO: All Independent Living Residents
FROM: John Dwyer, President & CEO
RE: IL family/friend visitation
DATE: July 16, 2020

You may recall I tried to cover the parameters for outside visitation in the Coffee broadcast on Tuesday. I misspoke on a couple of items relative to afterhours visitation and overnight stays. I apologize for giving erroneous information. Following are the definitive guidelines for family/friend visitation. Please understand the following is subject to change. Bear with us as we begin this new process.

- IL guest access will only be available on Tuesdays, Wednesdays, and Thursdays only; check in is only between 10am and 3:30pm. No visitor/guest access for visitation in the buildings will be permitted after 3:30pm.
- All visitors must be screened and validated at the screening station on Brooks Farm Road. Each visitor will be issued a wrist band that must be worn while on campus. A different color is issued each day upon being screened.
- Brooks Farm Road is the street (one block past CW's main entrance coming from Pole Green Road and one block before CW's main entrance coming from Mechanicsville Turnpike) where Heritage Green Assisted Living is located on one side and Hanover Health and Rehabilitation is located on the other.
- Upon successful screening, the visitor will proceed straight ahead and turn right on Stuart Home Drive into campus and proceed to designated visitor parking in the front of either the Lodge or the Manor, unless their destination is a cottage.
- Visitors must wear a mask when talking with the screener.
- Visitors are not permitted in the common areas or dining venues. Our aim in these initial stages is to enable residents to see loved ones and friends in their apt/cottage.
- Visitors are not required to exit campus by 3:30pm. This is simply the cutoff time to be able to access campus for visits with a resident inside the building in their apt or cottage.
- Overnight guests are required to have daily screening and validation. You must make arrangements with the Clinic in advance.
- Masks must be worn and 6' distancing must be observed.
- Visiting pets are not permissible at this time.

The pickup/drop off process has not changed

- Guests dropping off items or picking up residents must still be registered for access with the Concierge.
- Guests dropping off items or picking up will continue to access the campus through the main entrance.
- Drop off/pick up guests are not allowed to travel inside the building.
- Residents must meet guests at the main entrance if items are being dropped off; questions can be directed to the IL Resident Liaison.
- Residents who have a need for personal care services outside of the Tuesday, Wednesday, Thursday hours should contact the Clinic. Only needed personal care services will be approved.