

VISITATION GUIDELINES FOR SKILLED NURSING, ASSISTED LIVING AND MEMORY CARE

Per the state's [Emergency Order](#), limited visitation is allowed under certain criteria and is determined by the length of time since the facility last had a COVID-19 positive patient, resident or staff member.

The following applies at all locations:

- Visitation will be permitted seven days a week from 10:30 a.m. – 7 p.m. with the last guests entering by 6 p.m.
- Families will no longer need to schedule visits in advance. You will be able to make a walk-in appointment as you arrive. However, facilitators will be responsible for limiting and monitoring the visitors in our building at all times to comply with safety and regulatory guidelines.
- Facilitators at the main entrance of each facility will know how many visitors are in each area at any given time. If you arrive when your loved one's neighborhood is at capacity, you will be asked to wait in your car until someone leaves that neighborhood. We will notify you by phone or text as soon as it's possible to enter, which may be up to one hour later.
- We strongly encourage all visitors to call the facility before arriving to ask about visitation status (are we under general or compassionate visitation regulations), if the patient/resident is on contact isolation and when they are scheduled to be in therapy that day. We will also be able to give you a general idea about building capacity.

Bartram Lakes: (904) 528-3500
Bartram Crossing: (904) 528-3000

The Green House Residences: (904) 528-3505
University Crossing: (904) 345-8100

- Visits will be limited to one hour per week to allow as many families to see their loved ones as possible. Visitors will be scheduled for one hour when they arrive on site.
- **Visitors must remain in the patient/resident's room throughout the visit and wear a face mask at all times.** If you are found without a mask, your visiting privileges can be suspended and you will be required to leave.
- If a patient/resident is under contact isolation, they will not be permitted to have visitors.
- If it is your first time visiting the facility, you will be required to complete safety training when you arrive. You can review the video in advance of your visit by [clicking here](#).
- Therapy schedules will take priority over visitation. If you arrive when your loved one is scheduled for therapy, that therapy will still take place as planned. If the therapist determines it is in the best interest of your loved one, he or she may be able to conduct therapy in the patient's room.

- While visiting, please do not attempt to assist your loved one with transfers (to/from bed, chair, toilet, etc.) without assistance from a staff member.

In addition, each facility will be required to comply with the following guidelines determined by the length of time since the facility last had a COVID-19 positive patient, resident or staff member.

Essential Caregivers and Compassionate Care Visitors

If a facility has had a COVID-19 positive patient, resident or staff member within the past 14 days, the Emergency Order ONLY allows for a visit from an Essential Caregiver or a Compassionate Care Visitor.

Essential caregivers are those who have been given consent by the resident or his or her representative **to provide services and/or assistance with activities of daily living (bathing, dressing, feeding, toileting)** to help maintain or improve the quality of care or quality of life for a facility resident. Essential caregivers include persons who provided services before the pandemic and those who request to **provide these services on a daily basis.**

Compassionate care visitors provide emotional support to help a resident deal with a difficult transition or loss, upsetting event or end-of-life. Compassionate care visitors may be allowed entry into facilities on a limited basis for these specific purposes.

- Essential caregivers and Compassionate care visitors must be designated in advance. Two per patient/resident can be designated.
- Once a compassionate caregiver has visited the resident in person, they cannot be removed from the list and replaced with someone else.
- Only one designated visitor is allowed at a time.
- Visits will be scheduled for one hour per week to allow as many families to see their loved ones as possible.
- Visitors must complete training when they arrive the first time (this is included in the one-hour visit)
- Visitors must have surgical masks and any other PPE required by the CDC (Brooks will provide this for each visitor)
- Visitors are NOT required to have a negative COVID-19 test before visiting
- If a patient/resident is in quarantine for COVID-19, or on contact isolation for any reason, they are not allowed to have in-person visitors.

General Visitation

Once there are no new COVID-19 cases in the facility for 14 days, general visitation may begin.

- Each patient/resident or his or her representative may designate up to five (5) general visitors.
- A resident may be visited by no more than two (2) general visitors at a time.

- Visits will be limited to one hour to allow as many families to see their loved ones as possible. Visitors will be scheduled for one hour when they arrive on site.

General visitors must also:

- Wear a face mask at all times and perform proper hand hygiene;
- Sign a consent form noting understanding of the facility's visitation and infection prevention and control policies;
- Comply with facility-provided COVID-19 testing, if offered;
- Visit in a resident's room or other facility-designated area; and
- Maintain social distance of at least six feet with staff and residents, and limit movement in the facility.

At any point, a facility may shift between allowing Essential/Compassionate caregivers to General Visitation and vice versa, depending on the time since the last COVID-19 case. Each facility will know on any given day which type of visitation is allowed.

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