



### **Indoor Visitation Guidelines**

1. Visits must be scheduled in advance by calling the Community and making an appointment with the Front Desk Concierge or designated individual. Visitors must be on time for their visit, and compliant with all safety guidelines set forth by the Vista Springs, CDC, MDHHS and Governor Executive Orders.
2. All visitors will be screened for COVID-19 each time they enter the Vista Springs community. Screening includes questions about exposure to COVID-19 and their temperature taken. If anyone fails the COVID questions and or if there is an elevated temperature, the visitor will not be granted entry, asked to leave and the visit will be canceled with the option to reschedule once all above requirements can be met.
3. Hand sanitizer is available to visitors before, during and after visit.
4. Surgical grade masks will be provided to all visitors if they don't have one.
5. No more than two (2) visitors permitted per community member visit.
6. All visitors shall be at a mature age to understand social distancing and not be a distraction to other community members, visitors or staff and able to wear a surgical face mask for the entire visit.
7. Community Member and all visitors must keep masks on at all times during the visit.
8. Community members and their guests must remain seated at all times to ensure proper 6- foot social distancing rule is maintained at all times. There can be no physical contact.
9. No food or drinks allowed during visit.
10. Visit is limited to 20-30 minutes; at which time a Vista Springs employee will remind visitors that their visit is now ending. Schedule is for Visits to begin every 45 minutes allowing adequate time for Vista Springs staff to sanitize visitation area between each visit. Family members also are advised to arrive 5 minutes early to allow time for screening so that their visit can start promptly. Staff must document all visitation and room sanitation. Everyone on the team should know the visit schedule each day so that we can make sure that we always have the community member in the visitation area in time for the start of their family visit.
11. No visits scheduled during meal times.
12. Visitors may not leave the designated visiting area during the visit, once the visit starts.
13. We will offer a restroom for visitors only, keeping in mind that the visits are up to 30 minutes from the time they and their loved ones come together. Bathrooms must also be sanitized after each visitor.
14. Visitors will be escorted to and from the designated visitation area by staff or Vista Springs trained volunteer. All visits will be monitored.
15. The "visitation area" will be disinfected after each visit.
16. The community is off limits to all guests with the exception of the designated indoor visiting area. Special requests for bathroom accommodations will be permitted.
17. The visiting hours for our community will be posted in the Visitor room/area. Some evening and weekend visits need to be on the schedule. MOD can assist in coordination of weekend visits.
18. Community management will determine if indoor visits should be suspended per risk levels in Michigan or in the Vista Springs operation.
19. No Pets allowed. There is a problem with keeping 6' social distancing, etc.
20. Ask all scheduled visitors to call as soon as possible if they are going to cancel. First, so that you can notify their loved one and staff, and second to reschedule this time block for people on the wait list for cancellations.