
February 19, 2021

Good Afternoon Residents and Family Members:

We have good news - we will be starting our Indoor Controlled Window Visits on 2-24-2021. Our guidance from DHS and our County Health Department state that Indoor visits can occur once the positivity rate for the County is under 10% for at least 2 weeks and that Fairhaven is not in outbreak status.

Our county positivity rate has remained under 10% for the past 3 weeks and we are not in outbreak status within Fairhaven. If either of these two conditions change, we will have to suspend visits until further notice.

Also attached is our policy for the apartment residents and to the families of our 2nd and 4th floor, and to our Hearthstone families. In that policy you will find the schedule for days and times the visits will take place and who to call to schedule the visits.

We have created a space for the visits to occur within our first floor- piano lounge area. The policy includes all the expectations on how the visits will work.

All visitors will be required to wear a medical grade mask, if you do not have one Fairhaven will provide you one. We will be requiring rapid COVID tests prior to your scheduled visit. A Fairhaven staff member will be doing the test, for that reason we will be asking family members to arrive 15 minutes prior to your scheduled visit time. Anyone who tests positive on this rapid test will unfortunately be unable to complete the visit for the safety of our resident and staff population.

We are also asking if anyone develops symptoms within 14 days after having a visit at Fairhaven to call and alert us to this development. We are very excited to be able to have these visits and look forward to seeing everyone soon. Thank you for your patience and for allowing us the opportunity to provide care to your loved ones.

No doubt we are hopeful we may move beyond this as the vaccine is distributed and more people become vaccinated. We monitor each day for developments and guidance and greatly appreciate your patience and understanding.

Sincerely,

Paul Kuenning
Presidents/CEO

Karen Boyle, RN
Director of Nursing

Dawn Blazier, RN
Infection Control

Fairhaven Retirement Community

Policy and Procedures

Title: Indoor Controlled Window Visits	Department: Nursing
Origination Date: 2/19/21	Review Frequency: As needed
Reviewed by: DON, Infection Preventionist	Last review Date: 2/21

POLICY STATEMENT: It is Fairhaven's intent to assist family and residents to connect using safest means necessary during COVID-19. Visits will be allowed as long a Walworth County's positivity rate is less than 10% and no Facility outbreak (One positive test result staff or resident).

PROCEDURE:

1. All visits will be scheduled in the Piano Lounge on the 1st Floor and be set up to accommodate residents and families to the best of Fairhaven's ability to keep areas safe and clean.
Public Bathrooms will not be available during visits.
2. Visitors will be monitored when in facility.
 - Arrive 15 minutes before scheduled times to accommodate for quick testing. Visits will not be extended if running late.
 - Answer questionnaire and have your temperature taken
 - If a visitor answers any questions **YES**, they will be asked to delay their visit until no symptoms are present and asked to seek COVID-19 testing.
 - If visitor answers **NO** to all questions, they may see resident after negative quick test.
3. Quick Swab for COVID-19
 - If **positive** - they will be asked to leave and seek PCR LAB testing ASAP
 - If **negative** - may visit resident.
4. Visits will be limited to 2 visitors per visit. We ask that visits be scheduled once a week, so all residents have a chance to visit with loved ones.
5. Visits will be ½ hour in duration to alleviate fatigue for resident and ensure all residents can get a visit.
6. Visitors will wear appropriate PPE while visiting. Face mask (If needed additional PPE could be added)
7. Visitors should always adhere to 6 feet social distancing between a residents and visitors. Please refrain from visiting with other residents or their family member in the building.
8. Visits will be scheduled during the weekdays, as to properly adhere to cleaning policies.

9. Each Floor will have a set time for scheduled visits.

Times or days cannot be changed from schedule for areas

- SNF 2nd floor-Monday AM, Tuesday PM, Thursday AM, Friday PM
- Assisted Living 4th Floor- Wednesday PM. Friday AM
- Apartments Monday PM, Tuesday AM, Wednesday AM, Thursday PM
- 9 am-11:15am 1:00 pm-3:34 pm
- 15 minutes in between for cleaning of area
- 11: 15-1:00 Lunch Break for residents
- Unit Clerks will schedule for 2nd and 4th floors.
- Apartments will sign up for visits in front lobby.

10. Visitors should keep hands clean through visits.
11. Visitors will enter through the Main door in front lobby. An area has been sectioned off for window visit visitors.
12. Visitors should alert facility if any symptoms or positive test results occur within 14 days after visiting facility to ensure resident safety and monitoring.
- **Call 262-473-2140 to report symptoms or positive test.**
13. Visitors may still bring in personal items for residents and leave them in the front entrance.
14. **Any non-compliance to this Policy, visitor will be asked to leave for the safety of residents and employees.**

SUBJECT TO CHANGE AT MOMENTS NOTICE BY FACILITY

CDC Preparing for COVID-19 in Nursing Homes

CMS memorandum QSO-20-39-NH

DHS COVID-19 Nursing Homes