



Dear Tennyson Residents, Families & Friends,

We are excited to announce that on April 1<sup>st</sup>, 2021 we will be implementing our updated visitation guidelines. Recently NYS Department of Health has revised their assisted living visitation guidelines and regulations relating to COVID19. Please keep in mind we do not follow CDC or CMS guidelines but must remain in compliance with what the NYS Department of Health regulates.

We are very excited to welcome all visitors back to our community and assist our residents in safely meeting with their families and loved ones who have been missed over the last year. Under the new guidance we will be implementing options that follow the core principles of infection control and meets the conditions described below.

- Visitors and residents must:
  - Maintain 6' distance at all times.
  - Properly wear a face mask that covers both their mouth and nose.
  - Refrain from eating or drinking during the visit.
  - Utilize hand sanitizer before and after the visit.
  - Notify the facility immediately if at any point during the 14 days after your visit, you test positive for COVID.
- Visitors can book and preregister themselves and additional visitors by visiting our website. [Tennysoncourt.com/visits](https://tennysoncourt.com/visits).
- We require all visits to be booked at least 24 hours in advance.
- Visitors under the age of 18 must be accompanied by a visitor over the age of 18.
- Visitors will be screened for international travel and will not be permitted to visit if they have traveled outside the U.S. over the last 14 days.
- Visitors will not be permitted to use the restrooms within the facility.
- Visitors must check in and out at the main doors/front desk and cannot use alternated doors to enter or exit the building.
- All visits will be limited to 45 minutes which allows us time to clean and sanitize in between sessions.
- As per the guidelines, we must continue monitoring visits and arrange a schedule in which we can safely accommodate.
- Although guidance has been updated, we will suspend visitation as needed if we must complete contact tracing/testing based on a positive visitor, resident or employee.
- Any visitor who cannot adhere to the guidelines listed above will be prohibited from further visitation.
- Residents on quarantine are not eligible for in-room or community center visits but can utilize the indoor/outdoor visit room that utilizes a closed window and intercom.

**These visiting options will remain available and can be booked on our website.**

- **Video Visits:** Google Duo
- **Inside/Outside Visit:** visitor outside, resident inside, visit through closed window and intercom.
- **In-Room Visit (starting April 5<sup>th</sup>):** 2 visitors per resident, visitors must remain in the resident's room and cannot be in meals or activities. For visitors of our memory care, if

your loved one cannot remain in their room for the visiting time, we will suggest booking community center or an alternate visiting option.

- **Community Center Visits:** 4 visitors per resident, visitors must remain in the community center and cannot travel through the community.
- **Outside Visits (Coming Soon: weather permitting):** 4 visitors per resident, on one of our designated patios. During this visit you can choose to walk around the outside of our community but you cannot stop or visit on other patios throughout the community.

For our staff to be able to safely accommodate the additional visiting options along with the community center visits we will be establishing limits: **4 visits per week (can be a combination of any listed above)**

**\*\*\*We do not allow visits at resident's individual windows. If you are seen visiting outside a window we will request you to leave the property immediately.\*\*\***

#### Updated 10-Day Quarantine Policy:

- Residents who are deemed at risk for possible exposure due to the following will be placed in a 10-day quarantine procedure:
  - Any resident who is established at risk for exposure due to a confirmed positive visitor, resident or employee after contact tracing is completed.
  - Any resident who goes to a Hospital for an ER visit or procedure.
  - Any resident newly admitted or readmitted to the facility from a nursing home, rehab or hospital.
  - Any resident who has signs or symptoms of COVID19.
- We will complete a rapid test for the resident 24-48 hours after their return to the facility.
- We will complete a PCR test 7 days after their return to the facility.
- Residents will eat meals in their room.
- Residents cannot visit the beauty salon for hair services.
- Residents can participate in activities while wearing a face mask.
- Residents will be monitored for COVID symptoms twice a day.

#### Residents Going Outside the Community (effective April 1<sup>st</sup>):

- We ask that family and friends of residents arrange safe outings that include social distancing, mask wearing and using hand sanitizer frequently.
- We ask that residents avoid large gatherings that could increase their risk of exposure to COVID19.
- All visitors that plan to pick up a resident should schedule the pickup on our website at [tennysoncourt.com/visits](http://tennysoncourt.com/visits)
  - This will allow our staff to make sure the resident is ready in the main lobby for pick up. Visitors will not be allowed to travel throughout the community to get the resident.
  - Pack any necessary medication.
  - Please book all scheduled outings at least 24 hours in advance.
  - Please do not use this feature for doctors' appointments. All doctor appointment pickups should still go through the nursing department.

**\*\*\*All gifts, supplies or other items brought in during a visit or a drop off must be left with the front desk so we can sanitize the items and bring them to the resident's room.**