



Dear Families / Friends,

I am pleased to announce that the Maine Department of Health and Human Services has issued updated guidance for visitation and receipt of packages in long-term care and assisted housing communities. I believe you will agree that the changes outlined below are welcome ones.

Woodlands Senior Living is updating our policies to reflect these changes.

I. **Outside Visitation** (*Assisted Living and Park Residences only*)

- Visits may now include up to, but no more than, **two (2) individuals at a time**.
- **One of the two visitors may be a child.** The second (adult) visitor must supervise the child adequately to ensure he/she keeps on a mask and observes 6 feet of separation from other individuals at all times.
- Per DHHS rules, any visitor who develops signs/symptoms of COVID-19 within 2 days following a visit must immediately notify the community of the date they visited and the resident they visited.

As a reminder, the following rules relating to community visits remain in effect:

- Visits **must** be scheduled with the community in advance;
- Visitors **must** submit to community screening (measuring of temperature and responding to COVID-19 related questions) at the outset of each visit;
- Visits **must** occur in the designated outdoor space at the community;
- Each visit may not exceed 30 minutes;
- Face coverings/masks **must** be worn by the resident and all visitor(s), including children, and remain in place throughout each visit;
- Snacks/meals (that would require removal of a mask) are not allowed during visits; and
- 6 feet of physical distance **must** be maintained between all parties during visits.

II. Package Delivery

- We are now able to receive outside packages from family members.
- Packages must be dropped at a designated location at the exterior of the community. ***Direct person-to-person delivery of packages is prohibited.***
- All package delivery times must be pre-scheduled with the community and we ask that you limit the number of deliveries each week.
- Please wipe down all packages and contents of packages with a disinfectant, to the best of your ability, before delivery and follow proper hand hygiene at all times while handling the packages.

Thank you again for your patience and support of the required safety precautions.

We look forward to the ways in which these small changes to our protocols will bring about large benefits to both the residents we serve and you, their loved ones, as well.