



Dear Families / Friends,

As we have been reminded by news of continued COVID-19 outbreaks in our state, the Coronavirus continues to be a concern for Maine's senior living communities for the foreseeable future. The vulnerable nature of the people living in our assisted living and memory care communities, combined with the inherent nature of congregate living in a healthcare setting, have required us to take aggressive efforts to limit COVID-19 exposure in the Woodlands Senior Living communities. Among these efforts are policies related to in-person visitation by family and friends.

We recognize that social interaction with loved ones is vital to good quality of life and that physical separation has the potential to take its toll on residents and their loved ones alike. We also recognize that colder weather is quickly approaching, making porch visits uncomfortable and unsafe. As such, we are regularly monitoring the guidance from Maine Centers for Disease Control (CDC) and Maine's Department of Health and Human Services (DHHS) as it relates to visitation at assisted living facilities.

Unfortunately, the guidance has not changed since the issue of their guidance recommending outdoor visitation only. We have pressed for updates and representatives of the Division of Licensing and Certification and Maine CDC inform us that they are currently working on revisions to the guidance but that it is not final.

In the meantime we are maintaining a proactive, positive approach, anticipating and preparing for changes when they occur. We expect that when the guidance allows for indoor visitation, there will continue to be limits on these visits such as limits to the number of visitors per resident, total number of visitors in the facility based on size, duration of visits as well as hand hygiene, social distancing and mask requirements.

As a reminder, until further guidance, our policies allow for the following:

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.

Additionally, virtual visits via Skype continue to be available and are encouraged for all residents/families.

Thank you again for your patience and support.