



November 5, 2020

Dear Family Members and Friends,

Despite the recent rise in COVID-19 cases, Maine's Department of Health and Human Services (DHHS) has directed Assisted Housing facilities to resume resident engagement activities, including indoor family and friends visits, under certain guidelines. We have determined the following plan is the safest way to meet the DHHS criteria and allow you opportunities to visit in person with your loved ones.

In-person visitation will be available if the following conditions apply:

- The new case rate for the county in which the facility is located is less than 16/10,000 tested for the past 28 days;
- There has been no COVID positive case (residents or personnel) in the facility in the past 14 days; and
- The facility is not currently in outbreak status.

Woodlands Memory Care of Rockland is currently experiencing an outbreak. Therefore, indoor visits will not resume at this time and at least until 14 days has elapsed since the last positive result. We will advise you when the situation changes.

NOTE: Applicable conditions may change at any time.

Visitation Guidelines

Recognizing the vulnerable nature of our population and the increased risk indoor visits will present to them as well as our personnel, we are taking a conservative approach and proceeding with the utmost caution. We strongly encourage you to do the same.

You must adhere to the following procedures and rules for/during your visits:

1. We require that you schedule your visit in advance following the same procedures that have been in place for outdoor visits.
 - a. Visits will occur 7 days a week between the hours of 9:00 a.m. and 4:00 p.m.
 - b. Space limitations and distancing requirements demand that we allow only one visit consisting of a **single visitor** at a time.
 - c. In addition, because of the need to disinfect the visiting area between visits, the number of visits (frequency of visits) per day must be limited.
 - d. In order to provide for visits for all residents, the duration of each visit will be limited to 30 minutes.

2. Visits will occur in a facility-designated location. In most cases, to limit contacts with other residents and personnel, this is a sitting/living room area adjacent to the main entrance of the facility.
3. **DO NOT VISIT** if you are experiencing any of the following symptoms:
 - Fever (greater than 100°F) or chills;
 - Cough;
 - Shortness of breath or difficulty breathing;
 - Fatigue;
 - Muscle or body aches;
 - Headache;
 - New loss of taste or smell;
 - Congestion or runny nose;
 - Nausea, vomiting or diarrhea.
4. We strongly encourage you to undergo COVID-19 testing and receive a negative result prior to each visit.
5. Before entering the facility, notify the facility of your arrival.
6. Facility personnel will escort the resident to the designated location and notify you when it is okay to enter the facility.
7. Facility personnel will screen you and you will be required to perform hand hygiene before personnel escort you to the designated visiting area.
8. During your visit you must:
 - a. Wear a facemask/covering at all times when on facility property.
 - b. Maintain social distancing (a minimum of 6 feet) between you and all others (including the resident) throughout your visit.
 - c. Remain in the designated visiting location throughout your visit, except to exit the facility.

The availability of ongoing indoor visits is dependent on the occurrence of any suspected or confirmed COVID-19 case in the facility in the past 14 days as well as the facility county COVID-19 case rate per 10,000 individuals tested in the past 28 days. Maine CDC updates these statistics weekly. There may be times we must suspend visitation temporarily.

We have heard from families who cannot wait for the indoor visits to begin and also from families who are very concerned about the increased risk it poses. Woodlands Senior Living is certainly sensitive to both positions. We believe that our carefully devised indoor visitation protocol, developed in accordance with Maine DHHS mandates, will promote our mission to make each day the best day possible and at the same time help bring peace of mind to you, the people who love them.