

Dec. 17, 2020

To: Family Members & Residents of Willow Brook at Delaware Run
Fr: John Regalsky, Village Manager, Delaware Run

Residents & Family Members,

I am excited to announce that we have an indoor visitation station setup for **our independent living and transitional living** residents so that you can meet with your loved ones in the colder months. Here is a list of details for you:

- **Re-Starting When: Beginning on Friday, December 18, 2020, we are offering visitations from 10:00AM-4:00PM, Monday through Sunday.**
 - **How long?** These will be **thirty minute visitations**.
 - **May I visit for an hour?** No. The state is allowing a maximum of thirty minutes per visit.
 - **Evenings?** We are mandated by the state to supervise these indoor visits so that's why they are held during normal business hours. Also, we're doing seven days a week in order to accommodate those with work schedules.
- **Scheduling:** You must sign up for the time slot in advance. Here is a **SignUpGenius link** to sign up for the visitation with your loved one:
 - [IL/TL Indoor Visitation SignUp Genius Link](#)
 - If you need help with digital scheduling, please ask your visiting family member to assist you. It's fairly easy. You may contact me or the front desk, prior to your anticipated visitation.
- **Number of Guests:** No more than two visitors at a time.
- **Masks:** You and your resident family member **must wear a mask at all times** during the visitation, even though there is a barrier in between. If you don't have a mask, we can provide a surgical mask for you.
- **Screening:** Visitors will need to be screened in at the front receptionist desk. You must pass the credentials in order to visit.
- **Hand Sanitizing:** Just as you enter the visitation area, there is a Purell sanitizer station. We ask that you thoroughly sanitize your hands.

- **Where?** Then proceed to the lobby visitation location for their visit. (A picture of the area is shown below. Please keep in mind that we will have a clear plastic partition separating both parties.)



- **Post-Sanitizing:** It's important to keep this area very clean. We have placed a sanitation solution, paper towels and a waste basket in the seating area. We ask that you wipe down the chair and arms after you finish up your visit. There is a trash receptacle near the coffee table where you may discard your cleaning wipes. We reserve the right to discontinue visitations to those that can't assist with this sanitizing process at the end of the visit.
- **Restroom Use:** We ask that you please utilize a restroom **prior to your arrival to the campus.** We want to minimize outside exposure in our resident common areas.
- **Shutting Down:** Please note that in the event of an outbreak or if we are mandated by the state, I will notify you by email if a shutdown were to occur.
- **Limit:** I ask that you schedule **one visitation per week.** I have 91 IL/TL apartments to accommodate, so please also only schedule one week at a time so that others have an opportunity to sign up.

- **Can an assisted living or memory care resident utilize this?** Unfortunately, they cannot but you may contact the assisted living activities director to schedule a visit on the health care side when visitation re-opens on the healthcare side.