

ASSISTED LIVING, INDOOR VISITATION

WHAT DOES A VISIT LOOK LIKE?

TWO VISITORS MAY VISIT A RESIDENT AT ONE TIME. WHEN YOU ARRIVE PLEASE CALL OR TEXT CHRISTY BRICE AT (614)588-7278 AND LET HER KNOW YOU HAVE ARRIVED. IF YOU CAN NOT REACH CHRISTY, PLEASE CALL THE NURSE'S STATION AT (614)896-3493. A STAFF MEMBER WILL MEET YOU AT THE EAST DOOR. (IF YOU ARE FACING THE FRONT ENTRANCE OF THE BUILDING IT IS THE DOOR ON THE FAR LEFT.) THE STAFF MEMBER WILL TAKE YOUR TEMPERATURE, ASK YOU SOME HEALTH QUESTIONS, AND IF IT IS YOUR FIRST VISIT YOU WILL BE ASKED TO FILL OUT AND SIGN THE VISITATION CONSENT FORM. BY SIGNING THIS FORM YOU ARE STATING YOU UNDERSTAND AND WILL FOLLOW THE RULES WHILE VISITING. IT ALSO ASKS FOR YOUR ADDRESS, DRIVER'S LICENSE NUMBER, AND PHONE NUMBER. FILLING OUT THIS FORM WILL EXPEDITE YOUR VISITS IN THE FUTURE. YOU WILL BE PROVIDED A DISPOSABLE MASK TO WEAR AND HAND SANITIZER WILL BE AVAILABLE FOR YOUR USE ALSO.

ONCE YOU HAVE BEEN APPROVED FOR VISITING, YOU WILL DIRECTED TO THE DESIGNATED VISITING LOCATION. THERE WILL BE A CLEAR DIVIDER BETWEEN YOU AND THE PERSON YOU ARE VISITING. YOU MUST WEAR YOUR MASK THE ENTIRE VISIT, YOU MAY NOT EAT OR DRINK DURING THE VISIT, YOU MAY NOT TOUCH OR HAND ANYTHING DIRECTLY TO THE RESIDENT OR ASK THEM TO SIGN ANYTHING, AND SOCIAL DISTANCING MUST BE MAINTAINED AT ALL TIMES. IF YOU WANT YOUR LOVED ONE TO HAVE SOMETHING, IT MUST GO THROUGH THE REGULAR PROCESS AND BE TAKEN TO THE DROP OFF BOX AT THE MAIN ENTRANCE. ONCE YOU ARE SEATED, A STAFF MEMBER WILL BRING THE RESIDENT TO THE VISITATION. THE STAFF MEMBER WILL BE WITHIN EYE SIGHT DURING THE VISIT SHOULD YOU OR YOUR LOVED ONE NEED ANYTHING.

TO SET UP AN INDOOR VISIT:

CALL **(614)896-3455** TO MAKE A RESERVATION . YOU CAN ALSO EMAIL: ldetlor@willow-brook.org. SINCE I DO NOT WORK EVERYDAY, PLEASE ALLOW 48-72 HOURS FOR ME TO RESPOND. YOU WILL RECEIVE A PHONE CALL OR RETURN EMAIL AND A CONFIRMATION LETTER ONCE YOUR APPOINTMENT HAS BEEN SCHEDULED.

WHEN CAN I VISIT AND HOW OFTEN CAN I VISIT?

YOU CAN VISIT MONDAY-FRIDAY BETWEEN 10:30 AM AND 2:00 P.M. SOME SATURDAY AND EVENING DATES WILL ALSO BE AVAILABLE EACH MONTH. IF YOU NEED A DIFFERENT TIME, IT IS POSSIBLE, BUT DEPENDS ON THE STAFF SCHEDULE. VISITORS ARE LIMITED TO ONCE A WEEK SO THAT WE CAN ACCOMMODATE EVERYONE. ALL VISITS ARE SCHEDULED FOR A MAXIMUM OF 30 MINUTES.

IF YOU NEED TO CANCEL A VISIT:

PLEASE CALL EITHER THE (614)896-3455 NUMBER AND LEAVE A MESSAGE, CALL CHRISTY AT (614)588-7278, OR CALL THE FRONT DESK AT (614)885-3300 AND LET JESSICA KNOW.

WHAT HAPPENS IF THE NUMBER OF COVID-19 CASES RISE AT THE HOME OR IN THE COMMUNITY?

THE COVID-19 PANDEMIC CONTINUES TO BE A FLUID SITUATION WITH RECOMMENDATIONS AND GUIDANCE CHANGING ALL THE TIME. WILLOW BROOK CHRISTIAN HOME WILL SUSPEND VISITATION ACCORDING TO THE RULES AND GUIDELINES WE ARE GIVEN TO PROTECT THE RESIDENTS WHO LIVE HERE.

RULES OF VISITATION:

1. YOU AND THE PERSON YOU ARE VISITING MUST WEAR A MASK THE ENTIRE VISIT.
2. VISITORS MUST BE AGE 6 OR OLDER AND ABLE TO WEAR A MASK.
3. NO PETS ARE ALLOWED DURING VISITS.
4. NO FOOD OR DRINK IS ALLOWED DURING VISITS.
5. A 6' SOCIAL DISTANCE MUST BE MAINTAINED.
6. YOU MAY NOT HUG, TOUCH, OR HAND ANYTHING TO THE PERSON YOU ARE VISITING.
7. YOU MUST COMPLETE THE HEALTH SCREENING
8. ALL VISITS ARE 30 MINUTES.
9. STAFF WILL SANITIZE THE VISITING AREA BETWEEN VISITS.
10. HAND SANITIZER WILL BE AVAILABLE FOR YOUR USE BEFORE, DURING, AND AFTER YOUR VISIT.
11. BATHROOMS AND DRINKING FOUNTAINS ARE NOT AVAILABLE FOR PUBLIC USE.
12. VISITORS ARE PERMITTED IN THE DESIGNATED VISITATION AREA ONLY.

INFORMATION FROM THE OHIO DEPARTMENT OF HEALTH:

OHIO DEPARTMENT OF HEALTH STRONGLY RECOMMENDS THAT OHIOANS TAKE THE FOLLOWING ACTIONS:

- USE COVERINGS IN PUBLIC SETTINGS. **DO** USE COVERING THAT FIT SNUGLY BUT COMFORTABLY AND ALLOW FOR BREATHING WITHOUT RESTRICTION. SECURE BEHIND THE HEAD WITH TIES OR EAR LOOPS.
- **DO NOT** USE MEDICAL SUPPLY MASKS, WHICH MUST BE RESERVED FOR HEALTHCARE WORKERS, FIRST RESPONDERS, AND PEOPLE WHO ARE KNOWN TO BE SICK.
- **DO NOT** TOUCH THE MASK WHILE WEARING IT.
- **DO** ENSURE THAT YOUR NOSE, MOUTH, AND CHIN ARE COVERED AT ALL TIMES.
- **DO NOT** ALLOW THE MASK TO SLIP UNDER YOUR NOSE AND **DO NOT** UNTIE STRAPS/UNHOOK EAR LOOPS.
- **DO** WASH YOUR HANDS BEFORE PUTTING ON AND AFTER REMOVING.
- **DO NOT** TOUCH YOUR EYES, NOSE, OR MOUTH WHEN REMOVING THE FACE COVERING.
- **DO** LAUNDRER COVERINGS AFTER EACH USE.
- **DO NOT** WEAR MASK WHEN WET.

FOR ANSWERS TO YOUR COVID-19 QUESTIONS, CALL 1-833-4-ASK-ODH (1-833-427-5634)

WE WILL KEEP YOU UP TO DATE ON ANY CHANGES TO THE INDOOR VISITATION GUIDANCE GIVEN TO US FROM THE GOVERNOR OR OHIO DEPARTMENT OF HEALTH.