



# Swiss Village, Inc.

CELEBRATE RETIREMENT... ENGAGE LIFE!

## MEMO

TO: All Healthcare Residents, Resident Representatives, and Employees

FROM: Alma Ahmetovic, MSN, RN, HFA, VP of Healthcare Services

RE: Swiss Village Indoor Family Visitation Guidelines

DATE: July 10, 2020

We are very excited to report that our scheduled outdoor family visits are going great and that we are ready to move a few of these visits indoors. Indoors family visits for Swiss Village Healthcare residents will start on July 17, 2020. We have designated 3 locations inside the EP entrance that will be used for indoor visitations: EP Private Dining Room, EP Conference Room, and EP Coffee Bar. Indoor visitations will be allowed under certain circumstances.

### **Visitation Schedule:**

#### Outdoor Visitation Schedule:

Monday	9am-11:30am
Tuesday	9am-11am and 4pm-6pm
Wednesday	9am-11:30am
Thursday	9am-11am and 4pm-6pm
Friday	9am-11:30am
Saturday	9am-11am and 1pm-3pm
Sunday	9am-11am and 1pm-3pm

#### Indoor Visitation Schedule:

Monday	1pm-4pm
Wednesday	1pm-4pm
Friday	1pm-4pm

- Visitors can sign up for multiple visits per week.
- Visits must be scheduled in advance:
  - Online: [swissvillage.org/covid-19/](https://www.swissvillage.org/covid-19/). Click on the link labeled “Sign up for healthcare outdoor visits.”

- Email: If your email is on file, the direct links to sign-up will be sent to you. You may also visit, [www.signupgenius.com](http://www.signupgenius.com). Click on the magnifying glass in the top right corner. Search by creator email: [swissvillage68@gmail.com](mailto:swissvillage68@gmail.com). You will see all the sign-ups that we have created. Please look for the Healthcare Resident Visitation sign-ups.
  - When Registering: You can then sign-up for the day and time you would like to visit. Once you have chosen your time please click Sign-Up beside it and then at the bottom of the page Submit and Sign-Up. You will then need to provide your name, contact information, the resident you will be visiting, and all visitors coming along with you. Once you have all of that information entered please click Sign-Up Now.
  - Telephone: Call Michelle Post at 1-260-589-4458.
- Indoor visiting areas are located in the EP Private Dining Room, EP Conference Room, and EP Coffee Bar.
  - Visits will be no longer than **25 minutes** to allow time to prepare for next visit. Visits need to end promptly at the designated time.
  - **Up to five (5) visitors** can visit each time.
  - Children are permitted to visit. Children are required to wear a mask. Children under the age of 2 are not required to wear a mask. Visitors with children must be able to manage them.
  - Pets are permitted to visit. Residents can touch pets as long as they perform hand hygiene before and after contact with pets.
  - All visitors must bring their own chairs. Chairs will not be provided onsite due to infection concerns. Chairs are required for both indoor and outdoor visits.
  - If there is an available visitation slot available within 24 hours, an additional visit may be scheduled.
  - Swiss Village retains the right to deny indoor family visits if it is believed that circumstances pose a risk of transmitting COVID-19 to the facility and/or either the resident or visitor might be at risk.

**Visitors:**

- Bring your own face mask or face covering. It must be worn properly during the entire visit. If you do not have a face mask, it is available locally at CVS, Nora Gray, and online from numerous retailers.
- Bring your own chairs to use during the visit. Chairs are required for both indoor and outdoor visits.
- Please limit the number of visitors to 5 or less.
- One of our staff members will screen each visitor for signs and symptoms of COVID-19 and will check their temperature. Each visitor will be required to sign in and answer a few questions that pertain to COVID-19. Visitors are expected to attest to positive COVID-19 test.

- Use alcohol-based hand sanitizer at the beginning and end of the visit. Hand sanitizer will be available at each designated visiting area. Our staff member can provide you with the instructions on how to use hand sanitizer, if requested.
- Maintain social distancing of 6 feet or more between you and your loved one.
- There is to be no physical contact at any time during the visit.
- Remain in the designated visiting area for entire visit.

**Residents:**

- Use alcohol-based hand sanitizer at the beginning and end of your visit. Hand sanitizer will be available at each designated visiting area.
- Maintain social distancing of 6 feet or more between you and your loved one.
- There is to be no physical contact at any time during the visit.
- Wear a face mask properly during the entire visit, if able.
- Remain in assigned visiting area for entire visit.

**Swiss Village Staff:**

- Admissions department will oversee the visitation schedule.
- Check in and screen all visitors before directing them to the visitation area.
- Ensure that resident arrives safely to the designated visiting area.
- Help with indoor transition of residents.
- Monitor the designated visiting areas to ensure safety.
- Each area needs to be sanitized between visits.
- Each unit will get a list of residents who have visitations scheduled for that day, so that they can ensure that residents are timely for their visits.

We continue to follow regulatory requirements of the Indiana State Department of Health (ISDH), Centers for Medicare and Medicaid Services (CMS), and Centers for Disease Prevention (CDC) to ensure safety and health of our residents. As long as we have no new COVID cases within the facility, including residents and staff, we will be able to do outdoor and indoor visits. However, once we have a new case identified, we may need to suspend these visits for 14 days.