



Swiss Village, Inc.

CELEBRATE RETIREMENT... ENGAGE LIFE!

MEMO

TO: All Healthcare Residents, Responsible Parties, and Employees

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

RE: Swiss Village Outdoor Family Visitation Guidelines

DATE: June 17, 2020

We are very excited to start scheduled outdoor family visits for Swiss Village Healthcare residents on June 22, 2020. Outdoor visitations will be allowed under certain circumstances. Until now, we have focused on keeping residents connected with families by using technology such as video chats, but this does not fully substitute for in-person visits. One study has shown that the risk of COVID-19 transmission is 19 times greater indoors compared to outdoors.

Swiss Village recognizes the importance of the role of family and friends in the lives of our residents. Likewise, we are committed to following 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 visits. However, once we have a new case identified, we will need to suspend these visits for 14 days.

So, we believe that the risk of COVID transmission in nursing homes and the need for family, partner, or close friend interactions can be balanced under the following conditions:

Visitation Schedule:

- Scheduled family visits will begin June 22, 2020.
- Visiting hours are Monday, Wednesday, Friday 9:00am to 11:30am AND 1:00pm to 4:00pm. (Please note that we will re-evaluate these hours after the first couple of weeks).
- 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. Click on the magnifying glass in the top right corner. Search by creator email: 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.
- Visiting areas will be located under the canopy in the Edelweiss Place (EP) Parking lot off Forest Park Drive at the Main Healthcare Entrance.
- 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 three (3) visitors** can visit each time and each resident can have **one visit per week**.
- Swiss Village retains the right to deny outdoor 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.
- Visits may be cancelled or postponed on days when there are weather warnings that would put either visitor or residents at risk. Our designated visitation places will provide adequate protection from weather elements (shaded from sun). If the visit is cancelled due to weather, visitors will be notified via email. They can sign up for a new time slot online.
- If there is an available visitation slot available within 24 hours, an additional visit may be scheduled.

Visitors:

- Must be the age of 12 or older. Children under 12 years of age are restricted at this time.
- 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 lawn chairs to use during the visit.
- Please limit the number of visitors to 3 or less.
- Please stay in the car or at a distance until we bring your loved one out and position under the canopy.
- One of our staff members will screen each visitor for signs and symptoms of COVID-19. Each visitor will be required to sign in and answer a few questions that pertain to COVID-19.
- 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.
- No pets are permitted for visitation.
- You may provide food and beverage to your loved one consistent with dietary considerations, but food should not be shared between you and your loved one.

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.
- You may accept food and beverage from your loved one consistent with dietary considerations, but food should not be shared between you and your loved one.

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 outdoor transition of residents and monitoring of visitation.
- Be physically present at the designated visiting area to ensure safety.
- 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.
- Assist resident with any food or beverage brought in by visitors.

Please note that during the first couple of weeks, we will be making observations and taking notes that will help us make future changes to the outdoor visitation such as scheduling times, frequency of visitations, and other guidelines. Due to the limitations in the number of visits, we encourage you to continue window visits and video chats in between scheduled outdoor visits. Please be patient with us as we implement our outdoor family visitation program.

7/3/2020 Addendum:

- Starting **July 6, 2020**, our visitation schedule will change from 3 times weekly to daily including some evening and weekend hours.

Visitation schedule:

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

- Visitors can sign up for multiple visits per week. Visitors can sign up for visits by visiting our website, via email, or by calling Michelle Post at 1-260-589-4458.
- Up to five (5) visitors can visit each time.
- All visitors are required to wear a mask. Visitors must bring their own masks. Otherwise, they may not be permitted to visit their loved one.
- All visitors will have their temperature checked and will be required to answer a few questions re: COVID-19.
- 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.
- All visitors must bring their own lawn chairs. **Chairs will not be provided onsite.**
- Pets are permitted to visit. Residents can touch pets as long as they perform hand hygiene before and after contact with pets.
- Swiss Village retains the right to deny outdoor 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.
- Visits may be cancelled or postponed on days when there are weather warnings that would put either visitors or residents at risk. Our designated visitation places will provide adequate protection from weather elements (shaded from sun). If the visit is cancelled due to weather, visitors will be notified via email. They can sign up for a new time slot online.