

October 9, 2020

Still Hopes Friends and Family Members,

This past Wednesday, October 7, was the first day of Outdoor Visitation and it was a success!! We loved seeing family members and residents reunite and can not wait to continue these visits. We have openings as early as this upcoming Monday, October 12, so please check often for new openings from cancellations. We invite families to begin scheduling additional visits as soon as next week. If another family who has not been able to schedule a visit needs that opening, we will let you know in advance. The policy and guidelines for visitation, in addition to the consent form, are on the Still Hopes COVID website: www.stillhopes.org/covid-19.

Outdoor Visitation Scheduling

All visits will be coordinated via scheduling links below.

Skilled Nursing Neighborhoods: Jane Bruce Guignard Neighborhoods and Sanders Guignard Rehabilitation Suites

Residents: <https://calendly.com/stillhopesvisitation/outdoor-visitation-b>

Assisted Living Neighborhoods: Rose Gardens and River Banks Residents:

<https://calendly.com/stillhopesvisitation2/assistedliving>

Please click on the appropriate link to request a time. If the date is not highlighted in blue or you do not see an available time, the spot is not open. Please look at the next available date. We can also help you with this process if you need assistance.

Visitation schedule:

Monday and Wednesday: 8:00AM-11:30AM and 1:00PM-4:00PM

Saturday 1:00PM-4:00PM

Visits are 15 minutes long with the resident under a covered area outside. This visit must be scheduled at least 48 hours in advance to assure proper staffing and preparation. It may take several days to schedule a visit based on availability of staff and resident condition, so please be mindful that a team member may call to reschedule if there is an issue.

- **Visitation time will begin strictly at the designated time to allow as many residents as possible to visit with their loved ones and to properly clean between visits.** If a resident's visitor or resident is late to the scheduled time, the appointment cannot be extended unless there was a cancellation. Time frames will be strict. Please arrive 10 minutes early to have symptom screening completed and to turn in signed *Visitor Informed Consent and Assumption of Risk* form.
- Please park across from the visitation tents in the designated area so we may do your symptom check in the car and retrieve signed documents.

Inclement Weather:

We will move visitation to the Greenway parking garage if we have enough advance notice for inclement weather. If no advance notice is possible, we will reschedule or offer a window visit in the Greenway Parking Garage. Visitation this Saturday, October 10, will be held in the parking garage due to rain. We will notify visitors by email or phone when location changes.