

# Ardenwoods Independent Living Visitation Policy & Procedures

Effective September 21, 2020

During the COVID-19 pandemic, we had to suspend our on-campus visitation of all families and visitors. We have gone through several changes over the last 7 months that we felt were best for all of Ardenwoods. We have taken all the steps in this process very carefully and deliberately to protect our residents and staff.

- On March 17, 2020 the community was closed to all visitation
- June 1, 2020 visitation was opened to outdoor patios and clubhouse visitor room

We now feel confident in taking the next step in the process of easing restrictions by allowing visitors to enter the Ardenwoods apartments. Below are the policies for Independent Living indoor visitation at Ardenwoods **beginning Monday, September 21, 2020**. Unfortunately, this does not apply to Heather Glen as assisted living visitation is regulated by the NC Dept of Health and Human Services (DHHS). No indoor visitation is yet allowed at Heather Glen. This visitation access is only for Independent Living.

- All visitors will be required to check-in with the receptionist at the main desk in the clubhouse. Visitation check in is allowed from 8:30 a.m. to 5 p.m. M-F and until 4:30 p.m. on Sat. and Sun. Upon arrival, the guest will have their temperature taken and must complete a health screening form. If the temperature reading is above 100 degrees or answers in the affirmative to any screening questions they will not be allowed to enter.
- At sign-in, you will need to provide your name, the apartment which you intend to visit, and the time of arrival. Guests will then be provided with a visitor badge indicating they have been screened and are allowed to enter the facility.
- After screening and obtaining a visitor badge, visitors must go directly to the resident's apartment and remain inside the apartment for the duration of your visit unless you are going outside to continue the visit. Gathering in hallways or other common areas will not be permitted. Visitors should not share the elevator with residents.
- At this time we ask that you use discretion regarding the number of guests for everyone's safety and request you limit your guests to 4 or less.

- It is required that visitors wear masks at all times when inside the building. We ask that you maintain 6 feet of social distance throughout the visit, including when in hallways.
- Visitors will not have access to the dining room or any food service amenities and are therefore not allowed to eat with residents in any of the dining venues.
- The clubhouse patio and the designated visitor room in the clubhouse will still be available for visitation. Please sign up for the visitor room. The entrance patios to each building are still deemed resident only areas.
- Ardenwoods residents and staff have been asked to notify the front desk or Security (after hours) should they encounter a visitor without a Visitor Badge. If you fail to sign in and be screened before your visit, you will be asked to discontinue your visit or to go to the front desk to be screened before continuing your visit.
- Overnight visits are not allowed and the Ardenwoods guest apartments remain closed.
- Grocery deliveries should be made by family members and Ardenwoods staff will no longer make deliveries. Ardenwoods staff will still shop for groceries for residents whose family members are not local.
- At any time, Ardenwoods reserves the right to stop visitation to the apartments, should we deem it necessary due to a positive COVID case or failure of guests to follow the visitation policy.

We are happy to be able to allow visitation to begin again in the apartments. We are aware that there are lots of entrances to Ardenwoods and that some people may try to avoid following the procedures outlined above, however, I would ask that you use the honor system and follow the procedures so that we can continue to allow visits to occur. Please don't cause this opportunity to have to be discontinued for failure to follow the required procedures.

Remember that the decision to allow someone to visit in an apartment is completely up to the resident. We encourage all family and friends to keep the safety and well being of all our residents in mind when visiting our campus.