

Visitation Policy – During Novel Coronavirus (COVID-19) Pandemic

Outdoor Balcony Visit

For the well-being of the Residents, we are able to provide an outdoor Balcony visit for them to meet with their loved ones. Due to the structure of the Home, we find that the Outdoor Balcony Visit is the safest and the most profitable way for the Residents to meet with their families.

The Resident will stay on the second-floor balcony while their loved ones are on the 1st floor parking lot. They are able to see and chat with one another yet they are approximately 15 feet apart. There is no risk of them being too close or touching one another nor sharing food or gifts together. A phone is provided for those who have hearing difficulty. Designated staff: Activity, CNA or Sister will assist the Resident during the visit.

We have two designated Balconies for this purpose. Both Balconies are on the 2nd floor which are approximately 15 feet away from the 1st floor Parking lot, and they are approximately 25 feet apart from each other on the 2nd floor. The Resident's family or the responsible party will have to call at least one day ahead to schedule for a visit, so that there won't be an overlapping of visits on the same Balcony. All the dates and times of the visits are recorded on a calendar.

- Family member will inform the Unit Sisters of their arrival by calling the Home number outside the Home, then they will wait for their loved ones at the designated parking lot area.
- Unit Sister/designee will bring the Resident to the Balcony on the 2nd floor and will accompany the Resident throughout the visit.
- If a Resident has difficulty hearing, a portable phone is available to facilitate their conversations.
- Each Balcony visit is limited to under an hour.
- With the advantage of having approximately 15 feet apart between the Resident and the family member on 2 different levels, the Resident may not wear face covering (for health reason) during the visit and the family may remove their face covering intermittently so that the Resident can recognize their family member more easily.
- The visit will be postponed for the following reasons: poor weather conditions, poor air quality, the health status of the Resident and if there is a positive COVID-19 test result in the Home either for a Resident or a Staff.