

February 12, 2021



A Senior Care Community

Dear Resident/Family member:

With the recent outbreak at Arbor Terrace we had to postpone our opening of indoor visitations. However, we have made it past the 2 weeks with no new positive cases at Arbor Terrace. This is good news and means we can start on 2/15/2021 with hourly visitations scheduled through the same online portal called Congregate Care Scheduling.

**We cannot have an individual be both a caregiver and a visitor.** You have to decide between one or the other. If you want a switch please contact Rachael Paddock. As a caregiver you are to be providing care and are allowed more intimate contact for a longer duration of time. As a visitor you must remain 6 ft. away, have no physical contact and are only allowed 1 hour.

### **How to sign up**

1. Go to this link – <https://ccs-reservation.na.rapidbiz.com/>
2. Enter Facility Pin – 497154
3. Pick Schedule a Caregiver Appointment or a Visit
4. Once the reservation is approved, the visitor will receive a confirmation email. If you do not receive a confirmation email within a few minutes, please check your junk or spam folders.

*\*We have expanded times for essential caregivers and visitors to include weekend visits. We will monitor these times and make adjustments as needed.\**

### **Essential Caregiver Guidelines:**

- Please schedule your visits 24-48 hours in advance on the scheduling program. All caregivers will need approval prior.
- Each resident is allowed 3 caregiver visits a week and must be the same caregiver that week. If there are multiple caregivers they will have to alternate weeks.
- One caregiver allowed in the building at a time per resident.
- You will be screened upon entering the building and if you do not pass screening you will be asked to leave.
- EC's must sign in with their arrival and leave time.
- The caregiver reservations will be 3 hour time slots and to be courteous to the number of people we have in the building at one time, please refrain from staying longer than the designated 3 hours.
- The caregiver must keep a mask on at all times while in the building.
- Take a direct path to the resident's room.
- The caregiver must keep a mask on at all times while in the building.
- Pets are allowed to accompany the visitor during the visit, but must be on a leash.

**Schedule is Monday – Sunday  
8-11am, 10am-1p, 12p-3p, and 4p-7p**

Please arrive before 4:30pm for screen in process. If you will be arriving later you will need to alert staff ahead of time, so they are aware and come to the door to screen you in.



## **Visitation Guidelines:**

- Please schedule your visits 24-48 hours in advance on the scheduling program. All visits will need approval prior.
- Each resident may have 1 visit a day and up to 5 visits a week.
- Only one visitor per resident at a time with the exception of 1 child under the age of 18 accompanying the adult visitor. If the child is over 2 years of age, they must wear a face covering or mask.
- You will be screened upon entering the building and if you do not pass screening you will be asked to leave.
- Visitors must sign in with arrival and leave time.
- The visitations will be hourly time slots and to be courteous to the number of people we have in the building at one time please refrain from staying longer than the designated hour.
- The visitor must keep a mask on at all times while in the building.
- Visitors are to remain 6 ft. away from others while in the building and with the person they are visiting.
- Take a direct path to the resident's room.
- Visitors are not able to consume food or beverage during the visit. You are still able to bring food to drop off for your loved one to enjoy later.
- Pets are allowed to accompany the visitor during the visit, but must be on a leash.
- Residents placed on transmission-based precautions will not be able to have visitors during their 14 day quarantine period.

**Schedule is Monday – Sunday**

**8-9am, 9-10am, 10-11am, 11am-12pm, 12-1pm, 2-3pm, 3-4pm, 4-5pm**

**Failure to follow the above guidelines may result in early termination or future suspension of caregiver or visits.**

**Below are factors that may cause us to suspend indoor visits:**

- We experience a positive case of COVID-19 among the residents or staff.
- The county positivity rate for Olmsted county rises.
- Compromised staffing levels.
- Other factors that affect the safety of visitation that may arise.

Please do not come to Arbor Terrace if you have been exposed to a positive COVID case or are experiencing symptoms. We are expanding the number of people in our building and that increases our exposure risk. We ask that you be mindful of your symptoms or exposure prior to coming onsite. Our number one priority is to keep the residents and staff healthy and safe during this transition.

We deeply appreciate the sacrifices you made to limit the impact of COVID-19 on our community and your patience as we prepare to host safe visits and other activities. Our entire team looks forward to seeing you again!

If you have any questions about the new visitation guidelines please contact Rachael Paddock at 507-424-5454 or email at [rpaddock@samaritanbethany.com](mailto:rpaddock@samaritanbethany.com).

Sincerely,

Rachael Paddock  
Housing Community Leader – Arbor Terrace