

August 21, 2020

TO: Residents and Family Members

FROM: Loriman Looke, Executive Director and Administrator

RE: Revised Guidelines for Window Visits

In keeping with recent policy revisions from the U.S. Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), we have fine-tuned our approach to window visits. Please take a few moments to familiarize yourself with the following new guidelines, already in effect.

For All Visits...

Window visits must be scheduled in advance. To make an appointment, please call Quarry Hill at least 24 hours ahead of the time you'd like to visit. The number to call depends on where in the Anderson Inn the participating resident lives.

- For Gardens residents: 207-301-6250. Call Mon.-Fri. (by 4 pm on Fri.). You may leave a message.
- For Terraces and Courtyard residents: 207-301-6282. Call 7 days per week. You may leave a message.
- For Independent Living residents: 207-301-6224. Call Mon.-Fri. (by 10 am on Fri.). You may leave a message.

The care team member you speak with will work with you to set a precise time for your visit, explain what to do and where to go when the appointed hour arrives and review with you the rules that we'll ask you to abide by during the visit to ensure the safety of everyone involved.

These rules include the following:

- Everyone participating in the get-together must bring a mask and wear it throughout the visit. (Residents receive masks from Quarry Hill; family members should bring their own, including masks for any children in the group age 2 and older).
- Visitors must stay at least six feet from resident(s) for the duration of the visit.

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- Pets are welcome but must be leashed throughout the visit. Owners must clean up after their pets, placing bagged waste in the pet-waste can near the Inn's Main Entrance.
- Visits must not include eating or drinking as that would require masks to be removed.
- Safety is top priority. Participants must adhere to the measures put in place throughout the duration of the visit. If someone is unwilling or unable to comply, a visit may be cut short and future visits denied.

Please be aware that a Quarry Hill care team member will be stationed within viewing range throughout your visit to ensure compliance with these requirements, per CDC and CMS regulations.

Residents...

Just before your scheduled visit, a care team member will escort you to the location for your visit and help you get comfortably seated six feet from the window.

Visitors...

Please plan to arrive 10 minutes ahead of the scheduled start time and proceed to the visit/screening location as instructed when you called to arrange the visit. When you get to the designated visit location, our care team member will ask you a few screening questions and take your temperature. If your temperature is 100°F (37.7°C) or above, we will ask you to visit on another day.

Please note that we ask that you not come into the Inn and instead take an outdoor route to your visit location. (The exception to this is for those coming to visit residents of the Courtyard. If that is the case, your responding care team member will ask you to step inside the lobby at the Main Entrance for screening before directing you to the location for your visit.)

If any member of your group feels unwell on the day of the visit, please call and ask to reschedule. Even in “normal,” non-COVID times, the thoughtfulness you show by not visiting our campus when you have symptoms of any sort is critical to our efforts to protect our residents' health.

In Closing...

At Quarry Hill, we view the emotional support that residents receive from family members as an essential part of the care we provide. Indeed, these days, amid the anxieties associated with the pandemic, it's arguably more important than ever. Yet, ultimately, nothing outweighs the importance of protecting the health and safety of the people we serve. We deeply appreciate your understanding and cooperation as we strive to respond caringly and compassionately to challenges of these unsettling times.

Window Visit Locations

