

## Facilitating Indoor Visitation During the COVID19 Pandemic

April 9, 2021

Dear Families and Residents,

It is with great excitement that we announce the initiation of indoor visitation effective Monday, April 12, 2021. In order to do so safely, we have taken many precautions to keep all parties safe under the guidance of DC Health. This includes continued staff weekly COVID testing, adherence to social distancing requirements of 6 feet, use of required PPE (masks) for residents and their prospective visitors, and the numerous adherences to the indoor visitation requirements, pre-visit, during visit, and at the conclusion of visit, that will be discussed in the following attachment. It is important that you understand and acknowledge your responsibilities as a visitor.

As we continue to navigate this pandemic, the following notifications are required as we proceed with indoor visitation:

- Grand Oaks will notify visitors of outbreaks within the community where a resident resides should such an event occur within 14 days of an indoor visit.
- Visitors are required to report to Grand Oaks should they test positive for COVID-19 within 14 days of a visit. Should you test positive please contact the Concierge at #202-349-3400. Grand Oaks will coordinate reporting efforts with the DC Health's Infection Preventionist upon receipt of information.

Grand Oaks is required to meet numerous requirements to enable continued indoor visitation safely. Should visitation be paused, notification will be provided by the Management Team and visits will be cancelled through our online booking software.

Please carefully review the procedural steps for indoor visitation and your role and responsibilities as a visitor on the following page. Thank you for your continued support as we enter this next phase of reopening!

*Laurie Henley*  
Executive Director

## Procedure & Responsibilities of Visitors for Indoor Visitation

### Eligible Visitors:

1. Visitors must be able to comply with wearing a mask at all times over their nose and mouth while in Grand Oaks and maintain 6 feet social distancing. Visitors during a given visit must only be from a single household. Visitors during a given visit, may not remain on site and visit multiple residents.
2. Children under the age of 18 must always be accompanied by a guardian and must be able to comply with face covering and distancing requirements.

### Details of Visits:

1. Visitors must schedule an appointment for an in person visit through the Grand Oaks website. Visits will be limited to 20 minutes to allow proper sanitization of indoor spaces prior to the next visit.
2. Visits will be restricted to one resident or couple and their family members or responsible representative at a time. (There may be no more than 2 visitors at a time to include children.)

### Pre-Visit Requirements:

- Visitors will be directed to complete the Accushield Kiosk Sign In to include temperature monitoring and symptom screening. Visitor must be fever free, symptom free, and have no known exposure to someone with COVID-19 within the past 14 days. Visitors must not be under quarantine after non-essential travel to a high-risk state as defined DC Mayors orders and DC Health Travel Guidance.
- Effective immediately, all visitors will be required to provide: Visitor Name, Phone Number, Full Home Address, Email, and Resident whom they are visiting. This information will be maintained for a minimum of 30 days and Grand Oaks will disclose this information to DC Health within 12 hours of it being requested if indicated.
- Visitors will be required to acknowledge their Agreement to the terms of visiting in the Accushield system. Visitors will be denied entry if they do not pass screening or refuse to comply with any of the requirements. Prior to the initiation of the indoor visit, visitors will be required to use hand sanitizer.

**During Indoor Visit:**

- Visitors will be directed to the Grand Oaks Bistro visiting area and our Memory Care visitors will be escorted to the Oasis Lobby. Visitation is limited to these two designated areas that meet specific requirements.
- Visits will be monitored by a Grand Oaks Administrative or Clinical staff member.
- Visitors may not alter the furniture arrangement. Table, chairs, and roped stations are not to be altered. Public restrooms are not available to guests during visitation to minimize opportunities for community spread of COVID-19.

**Conclusion of Visit:**

1. At the conclusion of the visit, visitors will be instructed to clean their hands with alcohol-based sanitizer. Visitors will then need to immediately exit the Bistro Area/Oasis Lobby so cleaning and disinfection can be completed.