

December 3, 2021

Dear Residents and Families,

Happy Holiday Season! As we continue to navigate the current COVID-19 pandemic, the Grand Oaks team continues our commitment to ensuring a safe environment for everyone in the community. I wanted to share some important updates to our visitation policy that are effective immediately at Grand Oaks. This includes adherence to core principles of COVID-19 infection prevention such as screening all visitors prior to entry, social distancing of 6 feet, use of masks/face coverings for residents and visitors, frequent hand hygiene and use of alcohol based hand sanitizer prior to and during your visit.

As we continue to navigate this pandemic, the following notifications remain in place 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.

Effective immediately, visitation appointments are appreciated through our website but not required for visitors. We are working to update our visitation site to accept multiple visitors during the same time slots. Additionally, the Grand Oaks team will no longer be required to escort visitors through the community.

During a visit to Grand Oaks, all visitors must wear a face covering, follow procedures for COVID screening and sign in via our Accushield kiosks, complete our Guest Book with their appropriate information for contact tracing, sanitize their hands prior to leaving the concierge area, and head directly to their loved one's suite. Visitors may not roam about the community and go into other resident areas. All visitors must go directly to the resident suite and exit directly after their visit. As a reminder, please sign out using the Accushield kiosk when departing the community.



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In the event that you/your loved one prefers a Bistro visit over visiting in the private resident suite, you must contact the concierge to reserve the area. Grand Oaks cannot have multiple residents and families visiting in this space at the same time.

As always, please contact us if you have any questions. Thank you for your continued support as we work to maintain a safe environment for everyone in the community.

Sincerely,

Laurie Henley

Laurie Henley
Executive Director



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