

Visitors to Fairview Haven during tier 3 mitigation in Illinois

Effective November 20, 2020, all regions in Illinois began operating under tier 3 resurgence mitigation requirements to combat the surge of COVID-19. Fairview Haven was already in an outbreak situation at that time and continues to operate under Phase I of the Illinois Department of Public Health's reopening plan. During this difficult time as we focus on physical safety of our residents, we cannot neglect the emotional needs that our residents have. We believe visits from loved ones is essential. Therefore, we are providing the following guidance on how persons outside the employment of Fairview Haven can interact with residents at Fairview Haven.

1. **TECHNOLOGY:** Phone calls, FaceTime, Skype and other forms of technology are a great way to brighten your loved ones day. Our Life Enrichment department is more than willing to assist our residents and coordinate any visit with technology.
2. **WINDOW VISITS:** Under the Illinois Department of Public Health's guidance, window visits are allowed during these mitigation efforts. We can only allow ONE household to visit at a window at a time. Windows **MUST** remain closed at all times during a window visit. If your loved one needs assistance with the phone, please contact the main receptionist to coordinate a window visit.
3. **PARLOR VISITS:** The Parlors are now open for visits. Like window visits, only ONE household at a time is allowed to visit in the parlor. Residents may have up to 3 parlor visits per week in order to accommodate as many requests as possible. Parlor visits should be scheduled with the main receptionist 24 hours or more in advance. Visits will be scheduled for 45 minutes per visit. Residents must be escorted to and from the parlor by Fairview Haven team members.
4. **PERFORMANCES:** Our residents will be grateful for any family group that is willing to come and sing or provide other types of entertainment. We ask that any performances comply with the following state guidelines:
 - a. Groups should not exceed 10 people unless they are from the same household.
 - b. Groups consisting of more than one household will maintain 6 feet of social distance between individuals NOT of the same household and if singing, will be masked.
 - c. Performances can be scheduled with the Life Enrichment department. A microphone can be set up under the carport. Residents will then hear the performance in their rooms.
 - d. Performances can also occur at windows of our residents. Windows may be cracked for performances so long as the performers stand at a minimum of 10 feet from the window. (Serenity Villa windows are not able to open.