



## Visitors Fact Sheet

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The risk of Covid-19 transmission within nursing homes is of great concern to the Administration of Fairview Haven. Many of the residents on our campus are highly vulnerable to severe illness from COVID-19 due to advanced age and underlying health conditions. Quality of life has also been a major concern of the Administrative team of Fairview Haven and continues to be a top priority. We are thankful that the Illinois Department of Public Health has found a way to mitigate the risk of transmission at the same time allowing provisions to enhance the quality of life for our residents.

Adhering to the Illinois Department of Public Health's "Phased Reopening Guidance" Fairview Haven will enforce the following guidelines for visitation of our residents anywhere on the Fairview Haven Campus.

When Fairview Haven meets the criteria for **Phase II** of the phased reopening, outdoor visits with residents will be permitted under the following guidelines:

- Residents under isolation or quarantine due to known or suspected COVID-19 infection or exposure will not be allowed to receive visitors.
- No person may visit the campus if they have any symptoms associated with COVID-19 or if they have been in close contact with someone who had COVID-19.
- Visitors must schedule all visits by calling the Fairview Haven Receptionist.
- Residents may receive two visitors from the same household per visit. Additional space is available at further distance to accommodate larger household groups.
- Visiting hours are only restricted based on availability of the Fairview Haven team to monitor the visit. Visits will be monitored for compliance.
- All visitors must check in at the receptionist desk upon arrival to the campus.
- Outdoor visits will occur in the Life Enrichment Courtyard in one of five designated safe visiting areas. Visitors must access the courtyard from the outside only. Visitors **MAY NOT** enter the facility, except to be screened at the receptionist office located at the main entrance.
- Visitors and resident must maintain social distance of 6 feet during the entire visit. Visiting areas are arranged to meet this requirement and seating should not be rearranged without the permission of a Fairview Haven team member.
- All visitors and resident must cover their mouth and nose during the entire visit.

When Fairview Haven meets the criteria for **Phase III** of the phased reopening, indoor visits will be permitted under the following guidelines:

- Residents under isolation or quarantine due to known or suspected COVID-19 infection or exposure will not be allowed to receive visitors.
- No person may visit the campus if they have any symptoms associated with COVID-19 or if they have been in close contact with someone who had COVID-19.
- Visitors must schedule all visits by calling the Fairview Haven Receptionist.
- Residents may receive **ONLY** two visitors from the same household per visit. Additional safe visiting booths are being constructed for visits of more than two from a household.
- Visiting hours are only restricted based on availability of the Fairview Haven team to monitor the visit. All visits will be monitored for compliance.
- All visitors must check in at the receptionist desk upon arrival to the campus.
- Indoor visits will occur in designated safe visiting areas in the Fairview Haven Living Room, or in the resident's room at Serenity Villa. Visitors **MAY NOT** enter the facility beyond the visiting area.
- Visitors under compassionate care exceptions and who are spouses of residents may visit in the resident's private room. All other visiting guidelines will be adhered to and visits will be monitored for compliance.
- Visitors and resident must maintain social distance of 6 feet during the entire visit. Visiting areas are arranged to meet this requirement and seating should not be rearranged without the permission of a Fairview Haven team member.
- All visitors and resident must cover their mouth and nose with a face covering during the entire visit.
- Visitors should practice proper hand hygiene during all visits. Hand sanitizer dispensers are located at the entrance of the buildings and throughout the visiting areas.

For ALL visits, if the visitor develops any symptoms of COVID-19 within 3 days after the visit, they must immediately notify the Administrator (Dave Blunier) or Director of Nursing (Brandon Stoller) of these symptoms and agree to testing.

Except in rare, preapproved circumstances, physical touch is not permitted during any visit!

**Our residents will very much appreciate this opportunity to visit with their loved ones indoors, especially as the weather turns cold. As stated above, quality of life is one of our top priorities as is the safety of our residents. Thus the protocols, as defined by the Illinois Department of Public Health, must be followed at all times during your visit on the Fairview Haven campus. We are required to monitor all visits and those who refuse to comply with the protocols will be asked to leave and may be banned from future visits.**

**TO SCHEDULE YOUR VISIT, PLEASE CONTACT OUR RECEPTIONIST AT 815-692-2572. A RECEPTIONIST IS AVAILABLE FROM 5:00 AM UNTIL 5:00 PM EACH DAY. VISITS ARE ALLOWED ANYTIME WE HAVE STAFF AVAILABLE TO SCREEN AND MONITOR YOUR VISIT.**