



Bridging the gap between health and home

March 9, 2021

Dear Family Members,

Crofton Care and Rehab Center is happy to announce that we will begin limited scheduled indoor visitations. Indoor visits will be held in the main dining room, where multiple visitation stations will be created. Visitations will be scheduled Tuesday and Thursday at 9:30, 10:30, 11:30 AM and Tuesday at 1:30, 2:30, and 3:30 PM. The days and times of these visits may change as we evaluate the needs and preferences of both residents and visitors. While we understand the excitement of this next step, we still need to adhere to strict guidelines to ensure the safety of our residents, visitors and staff. Crofton's plan is based on guidance issued from the Maryland Department of Health in conjunction with CMS, CDC and the local health department.

What you need to know prior to indoor visitations:

- Each visit will be scheduled and limited to 30 minutes
- Visitors are limited to two (2) individuals per resident over the age of 18
- Visitors should arrive to the facility 10 minutes prior to the scheduled visit to allow time for the screening and check-in process
- Visitors will be screened for signs and symptoms of COVID-19 (e.g., temperature checks, questions or observations about exposure, signs and symptoms)
 - During check-in visitors will be instructed and educated by the screener on use of personal protective equipment (PPE), hand hygiene, sneeze and cough etiquette, social distancing, and other important infection control protocols.
- Visitors must properly wear a face mask during the entire visit (covering nose and mouth)
- No food, gifts or animals are permitted in the visitation booths
- Proper social distancing must be maintained at all times. No physical contact is allowed
- Residents have the right to decline any visitation
- Residents who have signs or symptoms of illness OR with suspected or confirmed COVID-19 (including those without symptoms) may not receive visitors until they have been cleared via observation or Transmission-Based Precautions.
 - This includes those that have received both doses of the COVID-19 vaccine.

- New admissions and any residents in their mandated 14 day observation period are not eligible for indoor visits. Once they are beyond the 14 day observation period they will be allowed to participate in this program
- Any individual(s) who do not adhere to the facility protocols will lose visitation privileges
- All visitors are required to answer the COVID screening questions and review and sign the Visitation Agreement

How to schedule indoor visits:

- All indoor visitations are by appointment only and must be scheduled through the Therapeutic Recreation Department. Please contact Amber Moore by email at amoore@croftoncrc.com or by phone at (410)721-1000 x 4257.
- All requests will be reviewed in the order that they are received. Please allow 2 business days for a response.
- In effort to accommodate all requests we are able to schedule one (1) indoor visit **OR** video call per resident, per week.
- All visits are limited to 30 minutes

What to do on the day of visitation:

- Visitors should arrive to the facility 10 minutes prior to the scheduled visit to allow time for the screening and check-in process
- Visitors should park in designated parking spaces in the back of the building
- Visitors will enter the dining room through the direct pathway. Directional signage will be provided
- Visitors will be screened by staff including having their temperature checked and confirming screening questions
- All visitors must maintain proper social distancing at all times
- Visitation times will not be extended if visitors are late

Visitors who do not comply with safety guidelines (e.g. masking and social distancing) will be asked to leave and may lose visitation privileges. As we begin implementing our indoor visitations please note that there may be unforeseen circumstances that impact this process. We will continue to evaluate our current indoor visitation policy, make adjustments as needed and inform you of any changes. We ask for your patience and understanding during this process. This is a big step forward for all of us, let's work together to make it a success!

My Best,

Mary

Mary Wheat, CTRS, CDP, NHA
Administrator