

# Updated Visitation Guidance:

## What Families and Residents Need to Know

On March 10, the CMS announced new guidelines that allow all health care facilities to expand visitation for residents and their loved ones, including the Ombudsman program.

If you'd like to visit a resident at a Riverside Health System lifelong health facility,

**HERE'S WHAT YOU NEED TO KNOW.**



- Outdoor visitation continues to be the preferred visitation option and is the safest for all parties.
- Indoor visitation may now be allowed, however **please call ahead first** to schedule your visit and to learn more as visitation policies may vary at each location (and even within the same location) based on several factors.
- Limitations may be implemented for unvaccinated residents based on factors such as local community COVID-19 positivity rate and the total percentage of facility residents that are fully vaccinated.
- Even if limitations have been implemented, the facility will permit compassionate care visitations.
- We encourage all visitors to obtain a COVID-19 test within 72 hours prior to your visit. If you need assistance obtaining a test, please contact us.

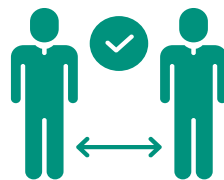
While visitation is expanded, we must continue social distancing and other safety practices. During your visit, please:

**Limit visitation to the designated visitation area or the resident's private room.** If the resident has a roommate, visitation in the room may be limited to compassionate care if the roommate is unable to exit the room.

**Follow staff instructions for Personal Protective Equipment.** You must wear a face mask at all times if visiting on a resident unit. Gloves and/or a gown must be worn in certain situations.



**Please practice social distancing with staff and residents that you may come in contact with during your visit.** Close contact, if desired, is permitted with your loved one. This includes handholding, hugging, etc. Please ensure both you and the resident have a tight fitting mask that covers both the mouth and nose and perform hand hygiene before and after contact.



**Clean your hands, either with soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol before entering resident rooms and often, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating.**



**Please notify us if you develop any symptoms of COVID-19 within 14 days after your visit.**

For more information on how Riverside is addressing the COVID-19 pandemic, please visit [riversideonline.com/covid\\_19](https://www.riversideonline.com/covid_19). Thank you for your support and cooperation!



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