



On Tuesday, June 30, 2020, we will begin outdoor visitation as a step towards reopening our community. The following guidelines will be in place, provided there are no active COVID-19 cases and/or quarantine periods in effect. In the event of an active COVID-19 case at The Oaks, all visitations will be stopped.

- Visitations will occur Monday - Friday from 9 AM to 4 PM. These days and times are a starting point for visitations. Other days and times may be considered in the future.
- Reservations will be required by exclusively contacting **Dana Stultz, Administrative Service Coordinator**, or **Brittany Brown, Activity Coordinator** at **540.380.6544**. She is available to schedule your time during the same hours above. Please refrain from contacting others in the building, as they will be unable to assist in the process.
- Please be mindful that the number of visits will be limited, as we need to accommodate about 80 family members.
- All visits will occur outside of the facility. Entrance into the facility is not permitted at this time, including using the public bathrooms or being in common spaces.
- When you arrive, please call the building at 540.380.6544 to announce your arrival. We ask that you remain in your car until you are directed otherwise.
- Designated visitation areas have been set up for residents and families in The Oaks courtyard. You must remain with the designated area. Chairs and tables are provided and will be sanitized between each visitor.
- A minimum 6 ft distance must be maintained between the resident and family at all times.
- Family, friends, and team members must wear a mask at all times. Please provide your own mask if possible.
- Family and friends will be required to use hand sanitizer before and after the visit.
- All family members will be screened prior to the visit to include the following with satisfactory answers:
 - A one-time individual health declaration.
 - A temperature check.
- There will be a maximum of three (3) family members or visitors per resident visit. At this time, no one under the age of 16 years old will be permitted.
- Visits will be limited to a maximum of 30 minutes. This allows for ample time between other scheduled visits for cleaning purposes, logistic factors and resident transport.
- No pets, food, beverages, touching, or passing items/gifts are permitted.
- Gifts, packages, food and personal items will be placed on a bench according to established standards. Team members will take care of the items accordingly.
- Bottled water will be provided for each person for every visit.
- Family members and visitors lingering outside of the scheduled visit will be prohibited.
- Tapping on resident windows, walking around the building, or visit at the courtyard fencing is strictly prohibited.
- In the event of inclement weather, or an urgent situation on our end, the visit will be rescheduled.

Our priority is the health and safety of our residents and team members. Thank you for adhering to this guide while visiting your loved one. If you have any questions, please reach out to Deborah Conway at 540.798.3794.

Please note that Richfield Living reserves the right to change the above requirements without notice. Please refer to the Richfield Living website for the latest COVID-19 updates.

Revised 6/30/2020