

# Indoor Visitation is Possible

The Illinois Department of Public Health (“IDPH”) and Centers for Medicare & Medicaid Services (“CMS”) have recently released guidance for Skilled Nursing Facilities and Other Long-Term Care Facilities to follow, regarding COVID-19 and re-introducing group activities and visitation.

Per IDPH’s Reopening Plan for Skilled Nursing Facilities and Other Long-Term Care Facilities The Carlton **is currently allowing indoor visitations**. However, indoor visitation availability is subject to The Carlton’s availability and IDPH’s and CMS’ guidelines and regulations, which may change from time to time. Additionally, group dining and group activities at our facility have been expanded and salon services may be offered. For further details, please feel free to reach out to the facility at 773-929-1700.

Please note, visitation availability, group dining and activities, and salon services are subject to change based on a variety of factors, including possible new guidance and recommendations. In the event of a change in availability for visitation, group dining and activities, and salon services we will update accordingly.

*the  
Carlton*

# Indoor Visitation Policy



## Dear Family and Friends,

We are excited to welcome you back to The Carlton. Please see the below details on our indoor visitation policy.

- Visiting hours are between **Monday, Wednesday, Friday 1:00 pm – 4:00 pm and Tuesday and Thursday 10:30 am – 12:00 pm.**
- **Outdoor visits are strongly encouraged, weather permitting, and are strongly preferred over indoor visits.**
- Subject to IDPH and CMS exceptions, indoor visits are only allowed in facility-designated common areas and not in a resident's room.
  - However, if an IDPH or CMS exception applies, visits may take place in a resident's room, subject to IDPH and CMS guidance.
- Visits will be limited to **30 minutes** per visit, due to capacity required for social distancing.
- Visits can be scheduled 24 hours in advance **with the receptionist and** are subject to availability.
- Subject to IDPH and CMS exceptions, all visits are limited to a maximum of 2 visitors per visit. If there are 2 visitors, they must be from the same household.
- If a visit is scheduled, reception will conduct a pre-visit screening by phone, prior to the visit.
  - If a visitor does not pass the screening, the visit cannot be conducted.
- When a visitor arrives, reception will re-screen the visitor to the same extent it screens all other persons that enter the facility.
  - If a visitor does not pass the screening, the visit cannot be conducted.
- Visitors will be required to wear proper PPE, (which will be provided by the facility) and will be required to comply with the facility's policies and procedures in regard to social distancing, hand hygiene, infection control, and other COVID-19 related policies and procedures.
- If the visit is to take place in a designated visiting area, the resident will be escorted by facility staff to the designated visitation area and will be escorted to their room or other location, after the visit.
- Visitors may not walk around facility; they may only go to and from the designated visiting area, to ensure the safety of the facility's residents and staff.
- Visitors must maintain a 6-foot distance during the visit, from both residents and staff. If the resident to be visited has been fully vaccinated, there may be close contact. However, a well-fitting mask must be worn, and hand hygiene must be performed before and after the contact.
- If a visitor fails to comply with the facility's visitation policy, or any policies or procedures of the facility, then the facility staff may end the visit.

\*These guidelines are subject to change based on CMS, IDPH, or facility policies and procedures.\*

*Thank you for your understanding and compliance.*