

## Visitor Expectations (Nov 2021 version)

1. We have receptionists available to screen and let you in:
  - Sat/Sun between the hours of 9am to 4pm
  - M-F between the hours of 9am to 6pm
  - Holidays 8am to 4pm
2. For visits outside of these hours, we suggest you contact us through the social worker so that we can expect and plan for your arrival. We will have to send a staff member down to screen and let you in, which may take some time as we would need to prioritize any immediate resident needs.
3. Come into the vestibule;
  - use the alcohol based hand sanitizer and put on a fresh surgical mask (blue goes to the outside)
  - fill out your questionnaire and step up to the temperature kiosk, write your temperature down and complete the questionnaire
    - i. we may hand you goggles (worn during high community transmission rates)
  - sign in at the podium (this is how we know who is in the building in case of fire)
  - You must take the most direct path to the resident room (as well as when you leave); you are not permitted to walk around with the resident outside of their room
  - Disinfect your hands again as you enter the room, after touching your face or mask, as you leave the room and after you touch surfaces such as elevator buttons
4. You should stay 6 feet from staff and other residents
5. Eating and drinking would require you to remove your mask; we can't support that yet
6. Your visit may be monitored for infection prevention measures
7. Please do not use the resident toilet to prevent any risks this may pose for your loved one
8. After leaving our facility, monitor yourself for signs and symptoms of COVID-19:
  - Fever: 100.0 or greater. Cough; new or change in baseline not related to a condition (ie COPD) or smoking. Shortness of breath; new or change unrelated to a condition (ie COPD or asthma). Sore throat or Nasal congestion. Unexplained and new loss of taste or smell. New GI symptoms (nausea, vomiting, diarrhea). Dizziness; new – not related to pre-existing conditions. Malaise – a general feeling of discomfort, illness, or uneasiness. Chills; new onset of chills or repeated shaking not related to weather. Muscle pain; new, not related to pre-existing conditions or recent physical activity. Headaches; new, not related to allergies or pre-existing conditions.

If you note any of these symptoms within 2 days of your visit, please contact Maplewood immediately at 603-399-4912 and let us know the date of your visit, the resident and staff you had contact with and which area of the facility you visited.

We disinfect high touch surfaces frequently. Please minimize anything you touch to keep germs and viruses away. If any rules are broken at any time, the visit will cease and it will impact future visits. Face masks must be worn and cover nose and mouth properly throughout the visit. If you plan to have more than 2 visitors to a double room, or 4 for a single room, please call ahead so that we can plan your visit in a larger conference room to maintain 6 foot spacing. If too many visitors are found in a resident's room at a time, we will look for a larger room and move you as able.