

Visitor Expectations

1. Come into the vestibule where you will use the alcohol based hand sanitizer, put on a fresh surgical mask (blue goes to the outside) and we will ask you a series of screening questions and take your temperature. Then:
 - a. For outdoor visits; you will go to the outdoor visitation area and we will bring your loved one out. Please disinfect your hands after touching your mask or face during the visit, and at the end of your visit as well. Cloth masks are acceptable for outdoor visits, but we will provide you a surgical one if you don't have a mask.
 - b. For indoor visits; you will sign in at the podium and may be asked if we can do a rapid test on you. You will then go to the indoor visiting area where the resident will be brought to you, or directly to the resident's room (eye protection may be required depending on rates of transmission). Please disinfect your hands after touching your mask or face during the visit, and at the end of your visit as well.
 - c. For Compassionate care visits; you will sign in at the podium and you may be asked if we can do a rapid test on you, (eye protection may be required depending on rates of transmission). You will take the most direct path to the resident room. You will need to disinfect your hands again as you enter the room, you will be required to disinfect your hands as you exit the room, and you should disinfect your hands after touching your mask or face during the visit. Additional PPE may be required.
2. You should stay 6 feet from staff and other residents. You should keep the 6 feet distance from your loved one with the following exception:
 - a. If the resident is fully vaccinated (2 weeks post last dose) and they choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after.
3. Eating and drinking would require masks to come off – based on the principles of infection prevention, eating/drinking during the visit is not something we can support yet
4. Your visit may be monitored for infection prevention measures.
5. Please do not use the resident toilet to prevent any risks this may pose for your loved one.
6. After leaving our facility, monitor yourself for signs and symptoms of COVID-19:
 - a. Fever: 100.0 or greater
 - b. Cough; new or change in baseline not related to a condition (ie COPD) or smoking
 - c. Shortness of breath; new or change unrelated to a condition (ie COPD or asthma)
 - d. Sore throat or Nasal congestion
 - e. Unexplained and new loss of taste or smell
 - f. New GI symptoms (nausea, vomiting, diarrhea)
 - g. Dizziness; new – not related to pre-existing conditions
 - h. Malaise – a general feeling of discomfort, illness, or uneasiness
 - i. Chills; new onset of chills or repeated shaking not related to weather
 - j. Muscle pain; new, not related to pre-existing conditions or recent physical activity
 - k. 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 can generally accommodate 2 visitors at a time; some exceptions may be possible; please discuss this when you book the visit. We disinfect high touch surfaces after each visit. Please minimize anything you touch in resident rooms to keep germs and viruses away. If any rules are broken at any time, the visit will cease and it will impact future visits. Visitors should generally remain within the designated area at all times through the visit; walking with the resident or pushing their w/c is allowed outdoors – be careful of other visits, workers and cars. Indoor visits may include that you push your resident in their w/c to the reception. Visits in resident rooms must remain there, CMS is specific and the rules read “visitors should not walk around different halls of the facility”. Face masks must be worn and cover nose and mouth properly throughout the visit.

Updated 3/11/2021, 5/10/21