

VISITOR SAFEGUARD GUIDELINES

EFFECTIVE SEPTEMBER 25, The Fountains of Hope will be amending their visitor guidelines. The guidelines comply with the Governor's Executive Order published on September 1 that allows revisions of visitation restrictions. Additionally, The Fountains of Hope continues to follow the latest Center for Disease Control & Prevention (CDC) guidelines and overall company-initiated procedures to maintain the highest regard to resident and staff safety during this pandemic.

GENERAL GUIDELINES

We will allow Residents at The Fountains of Hope to have family members, close friends, and other guests to visit the community indoors and outdoors. As part of the guidelines, the following conditions shall apply:

- 1) **Open Appointment Visits**: Visitors who meet the requirements below will be allowed to come daily beginning at 9:00 AM. All visits shall conclude by 8:00 PM. Walk-in appointments are acceptable at any time, and visits do not have a time limit as long as they fall between 9:00 AM-8:00 PM, and a resident has no more than two visitors at a time.
- 2) **Visitor Requirements**: In efforts to keep everyone safe, all visitors must meet the following criteria prior to visiting The Fountains of Hope:
 - a. **Local Visitors Only**. All visitors must reside locally and travel no greater than fifty (50) miles to visit. If a person outside of a 50-mile traveling distance to the property wants to visit, we ask you to contact the Health & Wellness Director or Executive Director for pre-screening requirements. We continue to follow the CDC's guidelines for non-local travelers and where there may be a high concentration of active COVID-19 cases.
 - b. **No Minors**. All visitors must be at least eighteen (18) years of age or older. The Governor's Executive Order mandates that minors are not permitted for visits. We empathize with residents who want to see their grandkids and great-grandkids. Therefore, we will continue to work with residents to offer video technology (virtual visits) to maintain connections with all loved ones.
 - c. **Maximum Number of Visitors**. Residents will be allowed to have up to a total of five (5) visitors registered with the community. Per the Governor's Executive Order, a resident is not permitted to have more than two (2) visitors at a time.
 - d. **Visitor COVID-19 Testing**. All visitors before visiting a resident at The Fountains of Hope must provide evidence or have on file with the community that they have been tested for COVID-19 within the past fourteen (14) days and their test results are negative. A visitor can submit a copy of their test results upon arrival at the main entrance door of the community. If your initial and routine testing is not covered by your medical insurance or another federal program, The Fountains of Hope will reimburse you for the test by completing a requisition and attaching a copy of your paid receipt. There are several convenient testing locations, such as CVS Pharmacy, that now offer routine testing with

good turnaround times of results. If you need to find a place to be tested, you may call the Health & Wellness Director for assistance.

- e. Facial Masks (PPE) & Social Distancing. All visitors, whether indoor, outdoor, or both, shall always wear a mask and maintain social distancing of at a minimum of six (6) feet apart. According to the Governor's Executive Order, visitors are not permitted to make contact with the resident. Please understand older adults are the most vulnerable population to this pandemic, and our community must follow the order to maintain the highest standards in reducing exposure risks. Visitors will be provided a disposal face mask and personal protective equipment (PPE) upon arrival after being screened at the main entrance.

- 3) Visitor Check-in: ALL visitors are required to check-in and be screened at the main entrance of the community. At no time shall anyone enter from the rear of the building. All doors entering our buildings will remain locked from the outside, only allowing visitors to enter from the main door. At check-in and check-out, visitors will have a temperature check by an appointed staff person. Also, upon check-in, visitors will be required to answer screening questions consistent with CDC guidelines and any other regulatory requirements and community safeguards.
- 4) Visitor Access to Indoors: A visitor who has a negative COVID-19 test result in the last 14 days and has been screened upon arrival is welcome to visit their loved one in their apartment home only. All common areas are reserved specifically for residents. Loved ones may visit outdoors with a resident, but visitors are not allowed to use common areas inside except to arrive and depart from their visit. Staff will routinely check on the resident and visitors in their apartment. The visitor may contact the Concierge desk if they need assistance. We also can provide a guest meal in the resident's apartment by contacting the Concierge desk.

OTHER APPROVED VISITS

Compassionate Care & Essential Caregiver Visits. We continue to offer essential caregiver and compassionate care visits. The Fountains of Hope will work with the resident and their loved ones to accommodate the safest way for these visits. Such visits do not have to follow the new visitor guidelines; however, the visitor will be required to complete additional screening requirements along with wearing appropriate personal protective equipment (PPE) during their visit to keep the resident, staff, and their families as safe as possible. If you have a request, please contact the Health & Wellness Director or Executive Director.

COMPLIANCE & RESERVATION RIGHTS

The Fountains of Hope, a licensed assisted living facility in Florida, is subject to all regulatory amendments and directives. Additionally, we reserve the right to deny access to a visitor if they cannot meet the visitor requirements, or if the visitor does not comply with the rules and policies during their visit. If an exposure risk occurs, all visitations will discontinue immediately until we can work with public health officials to complete contact tracing and assure all residents and staff remain safe. Such decisions are at the sole discretion of The Fountains of Hope, LLC, and the appointed regulatory agencies.