

VISITOR SAFEGUARD GUIDELINES

EFFECTIVE NOVEMBER 2, The Fountains of Hope will be revising the visitor guidelines based on the Governor's Executive Order published on October 22 and CDC Guidelines. Along with these enforcement requirements, we are continuously evaluating and enhancing 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 at the community. 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 4:00 PM. Appointments are required during this timeframe to ensure availability of visitation stations and proper distancing and sanitation before and after your visit.
- 2) Visitor Requirements: In efforts to keep everyone safe as possible, all visitors will need to follow the items below:
 - a. Maximum Number of Visitors. No more than two (2) visitors at a time to visit a resident.
 - b. Duration of Visit. All visits may not exceed one (1) hour in duration.
 - c. Visitor COVID-19 Testing. All Visitors 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.
 - d. N95 Masks (PPE) & Social Distancing. All visitors will wear an N95 mask, while all residents will wear a surgical 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 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 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 receive training on visitor policies, and infection prevention and control policies.

OTHER APPROVED VISITS

Compassionate Care Visits. We continue to offer 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 schedule an appointment, 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.