**NOTICE RE ResumPTION OF VISITATION**

Dear Residents, Family Members, and Friends:

As you know, due to the COVID-19 pandemic, our facility has had to prohibit visitation over the past few months. We are writing to let you know that we have decided to resume limited visitation, in accordance with applicable protocols, commencing on [insert date].

***We have special COVID-19 visitation procedures.***

We are implementing COVID-19 visitation protocols that are consistent with federal and state guidance from the Centers for Disease Control and Prevention (CDC), the Centers for Medicare & Medicaid Services (CMS), and our state department of health. All visitors will be required to comply with these protocols, which may include advance scheduling of visits, wearing facemasks, participating in health screenings, practicing social distancing, limiting the number of visitors, refraining from physical contact with residents, and conducting visits outside.

***We understand that some families may not be ready to visit.***

Please know that the determination to resume visitation was not an easy decision to make, and it is not one that we have taken lightly. If our only concern was to protect our residents from COVID-19, we would continue to restrict all visitation. However, we recognize the significant benefits that in-person visitation can have on our residents’ psychosocial well-being. And we understand that the vast majority of our residents and their families wish for visitation to be permitted, even knowing that it may carry additional risks.

That being said, we understand that people have different perspectives and feelings about whether visiting older adults is appropriate during the COVID-19 pandemic. You will need to make a decision on whether visiting your loved one at this time feels right for you. We understand and appreciate that some families may still feel uncomfortable visiting, even with the precautions that we are taking. Therefore, we will continue to make arrangements for you to communicate with your loved one through alternative means.

***Visitation policies and procedures may change.***

Note that our visitation policy and our protocols may change at any time. Our plan is to permit visitation on a trial basis and to regularly re-assess whether to continue visitation. We may also be required to terminate visitation in the event of increasing COVID-19 cases in our community.

***You will need to schedule visits and screen yourself before visiting.***

All visitors are required to schedule their visit in advance. [Include the following for eConfirm Users:] Our facility uses eConfirm to schedule, screen, and track visitors. Please go to [insert facility eConfirm website] from any computer or mobile device and register to visit by completing a Visitor Profile. Once your profile is complete, login to make a visitor appointment. Note that you will receive reminders and notifications about your visit through your provided contact information (e-mail or text message). When you arrive at the facility, use your mobile device to check in for your visit. (If you do not have a mobile device, you can use the facility tablet to check in.) Note that before you are permitted to check in, you will be required to complete eConfirm’s COVID-19 screening questionnaire and submit an acknowledgement of our policies and procedures.

[Include the following for non-eConfirm Users:] Please contact our facility to arrange a time to visit. Our staff will schedule your visit and provide you a COVID-19 health screening questionnaire when you arrive at the facility.

***Contact us with questions.***

As always, we want you to know that we appreciate your support during this particularly challenging time, and we know that this is difficult for you and your family. If you have any questions about COVID-19 or the steps that we are taking to protect our residents, please contact [insert title] at [insert phone number and/or e-mail address].

***DISCLAIMER*** *(REMOVE BEFORE USING):*

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