

# INTRODUCING: "SAFE-LINK"



*One of the most difficult and painful challenges of the COVID-19 pandemic has been the necessary physical separation of our residents from their families and friends. That's why we're so excited to introduce "Safe-Link," a plexiglass panel that will allow safe face-to-face visits while minimizing the continuing risk of exposure to the virus. This innovative approach is possible through a waiver we've received by working closely with state authorities.*

*At each Marquis facility, we have created an outdoor covered visitation area that will feature "Safe-Link." We will transport your loved one to and from the facility for your visit and sanitize all surfaces of the plexiglass panel before and after. Marquis facility staff will provide oversight to ensure safety procedures are followed, and any visitor who disregards them will be asked to leave the premises immediately.*

*We recognize that even "Safe-Link" will not resolve all the frustration of physical separation at this time, but it represents a significant step toward more fulfilling interactions. Thanks in advance to all our residents, family members and friends for respecting the guidelines, so we can continue to facilitate these visitations safely.*

## **WHAT YOU WILL DO-**

### **Pre-Visit:**

- Schedule a visit with your loved one by contacting their Marquis facility. Facility staff at this time will let you know where to come for a visit check-in. Impromptu visits will not be allowed, except at the discretion of the facility administrator.
- Visits will be limited to two people at a time to allow for social distancing, and no more than four may attend a scheduled visit.
- Visits will be limited to 30-minutes.
- Bring a mask for your arrival and departure from the visitation area.

### **During Visit:**

- Once seated at the visitation area, your mask may be removed throughout your visit.
- No items may be passed through or around the plexiglass panel at any time. Any items for the resident must continue to be dropped off by our established protocol.
- Visitors may not go around the plexiglass panel for closer contact with resident. This action could place the resident, other facility residents and our staff at an increased risk of exposure to COVID-19.

### **Post-Visit:**

- Upon conclusion of the visit, visitors will sanitize their hands and put on their mask before departing.



# FACE-TO-FACE VISITATION POLICY

## Pre-Visit:

- Facility will identify covered outdoor location for plexiglass panel face-to-face visitation area.
- Facility will determine days of week and hours that face-to-face visitation will be allowed.
- Visits will be pre-scheduled through a designated facility employee; impromptu visits will not be allowed except at the discretion of the facility administrator.
- Facility will provide visitors with a written visitation policy and answer visitors questions to ensure understanding of protocol. Our visitation policy will also be posted on our COVID-19 updates webpage:  
<https://www.marquiscompanies.com/covid-19-updates/>
- The facility will transport the resident to the face-to-face visiting area with mask on and hands sanitized. Residents may remove their mask during their visit.

## During Visit:

- Visitors will be limited to 2 persons for face-to-face visit at a time to allow for social distancing. No more than 4 people may attend a scheduled visit. Visitors not engaged in the visit must maintain socially distanced from the visitation area.
- Visits will be limited to 30-minutes and visitors will be expected to respect the visit appointment time and duration.
- Marquis facility staff will provide oversight of the visit to ensure safety measures are followed. Any visitor who disregards the safety procedures will be asked to leave the premises immediately.
- Once seated at the face-to-face visitation area, your mask may be removed during your visit.
- Resident and visitors may hold hands, only if wearing gloves, through the space provided in the plexiglass panel.
- No items may be passed through or around the plexiglass panel at any time. Any items that will be dropped off for the resident will continue to be dropped off by our established protocol.
- Visitors may not go around the plexiglass panel for closer contact with resident. This action could place the resident, other facility residents and our staff at an increased risk of exposure to COVID-19.

## Post-Visit:

- Upon conclusion of the visit, residents and visitors will sanitize their hands and put on their mask. Staff will return residents to their room or location of their preference inside of the building.
- Marquis facility staff will thoroughly sanitize all surfaces of the plexiglass panel between visits.