



*Independent Living, Assisted Living,  
Memory Care & Mental Health, Social Day for Seniors*

## Guidelines for Indoor Visits

We are pleased to share that the Massachusetts Executive Office of Elders Affairs (EOEA) has revised their visitation guidance and is now allowing for limited *indoor* visits to Assisted Living Residences, provided that certain physical distancing and requirements for safety and infection control are met.

Heritage serves residents who are particularly vulnerable to COVID-19 infection; therefore, we continue to move forward with the utmost care and consideration for their safety, as well as ensuring we are in full compliance with regulatory guidance from the state as well as other regulatory agencies. As such, we ask that you join us in following the visitation guidelines below:

- Indoor visits can be scheduled via the SignUp Genius link on our website: <https://www.heritageassistedliving.org/contact-us/schedule-your-family-visit/>
- All visits will continue be held in visitation “booths.”
- Residents are allowed no more than two visitors at a time.
- Children under the age of 10 may participate in outdoor window visits only.
- To enable all of our families to visit with loved ones, visits will be limited to 1 visit per Resident per week for 30 minutes at a time.
- Due to PPE restrictions, time and space limitations, and to assure that our Residents receives the care that they need, we need to ask you to coordinate amongst your family which 2 members will visit each week.
- All visitors must wear a face mask for the duration of the visit. The face mask must be covering the NOSE and MOUTH at all times.
- Upon arrival, all visitors will be screened for COVID-19 signs and symptoms as well as recent exposure and travel. Please note that an indoor visit will not be allowed if a visitor does not pass this screening. In most circumstances, this visit may be converted to a window visit. Screenings and entry will take place at the orange cone just past the main entrance of the community.

- At the beginning of the visit, if **brief** physical contact (a hug) is desired by both Resident and visitor, perform hand hygiene prior to and after touching. Staff will assist you in donning a protective gown. You will be directed to hug in opposite directions, and avoid face-to-face contact even when face masks are used. Staff will be happy to capture your hug on camera or video if you would like.
- Visitors must remain at least 6 feet from the resident for the remainder of the visit.
- A staff member trained in Resident safety and infection control measures will be facilitating all visits.
- Please do not move chairs or booths. Please do not reach around or over booths or pass objects directly to Residents. Staff will help with these items.
- Visitors and families will not be permitted to go beyond the visitation room (so please plan your restroom needs accordingly).

We appreciate your continued patience as we work to safely reunite Residents with their loved ones.

**Mary Ann Morse at Heritage**

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