



September 2, 2020

This week we are initiating **outdoor visits** (Start September 4, 2020). Below are steps and processes that are to be followed in order to ensure these visits are safe and properly follow Maryland guidelines. Please note these guidelines must be strictly adhered to in order for Friends House to be allowed to continue this unique and special program designed specifically for the resident and family members, as we have cleared this through the Maryland Health Department. So thank you in advance for your cooperation in working with us to make this program a success.

- **Outdoor visits** will only be allowed if scheduled.
- Scheduling will occur by calling the front desk at Stabler Hall, 301-924-7531 if your loved one lives on Thomas Hall or Stabler Hall
- Or call the nurse station on Haviland Hall, 301-924-7518 if your loved one lives in Haviland Hall.
- There will be no standing requests for a repeating, regularly scheduled outdoor visit.
- All scheduling for the visits will start on the Wednesday of the week to be scheduled.
 - We will accept calls to schedule visits beginning 9am Wednesday through noon Sunday.
- Initially, outdoor visits will occur Friday through Sunday, from 3:00 pm to 6:00 pm.
 - Inclement weather may change the outdoor visitation schedule.
 - If so, we will announce changes on the website. And if you have already scheduled a visit, we will contact you to adjust.
- Masks must be worn at all times during visits.

- No food or drink during these visits, because that requires removing one's mask.
- Physical distancing of 6 feet is required, which unfortunately means no hugging or holding hands.

The visits for Haviland Hall will be on the deck in the rear of the building. The visits for Stabler Hall and Thomas Hall will be in the gazebo in the rear of the building.

Friends House reserves the right to cancel or postpone the outdoor visits at any time for the safety of the residents. This may include air quality issues or precipitation.

We understand Friday through Sunday 3-6pm is very limited in time, however, as the process gets more defined and more volunteers are secured to assist with the visits, the hours of operations may grow.

Only one outdoor visit per location will be scheduled at a time. Visits will be no longer than a maximum of 30 minutes in length. This is in consideration of the residents' health, the volunteers time, the added stretch on staff and the goal of getting as many residents and family members as possible together to visit.

Any resident that is currently on the COVID-19 unit, observation unit, or admission isolation will not be allowed to participate in the outdoor visits until they transfer out from either one of these units. However, window visits, Skype or FaceTime visits are still encouraged for anyone who cannot participate in outdoor visits for whatever reason.

Any violations of the policy, such as hugging, holding hands or getting closer than 6 feet and not wearing masks, could result in the resident being required to be on quarantine for 14 days and the visitors could be restricted from future outdoor visits.

We sincerely hope this is an improvement over the window visits or video calls, as it is our intent to serve our worthy residents as best we possibly can. Yet we understand it is still not the same as visiting in the room. Thank you for your patience during this time as we do all we can to get back to some form of normalcy.