



Resident Visitor Policies and Procedures During the COVID-19 Outbreak

Advocate Healthcare of East Boston has implemented the following provisions to protect the health and safety of residents and staff during the 2019 novel Coronavirus (COVID-19) outbreak. Effective immediately all visitors must enter and exit the facility through the main entrance reception area (located on Orient Avenue). Anyone requiring handicap access should enter and exit through the ambulance entrance (located on Seaview Ave). Regardless of where you enter or exit you must go to the main reception desk to sign in and complete the necessary screening process.

At this time no visitors are allowed at the facility. This means that individuals will not be allowed to come into the facility, except under certain situations, such as end-of-life situations.

Screening

We are required to actively screen all visitors. Visitation by those who meeting any of the following criteria is restricted:

- Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
- In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
- International travel within the prior 14 days to countries with sustained community transmission. For updated information on affected countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
- Residing in a community where community-based spread of COVID-19 is occurring.

If a visitor does not meet one of the above criteria, then Advocate must confirm that the visitor does not have a fever by taking each visitor's temperature upon arrival. The visitor's temperature must be 100.3F or lower for him or her to enter the facility and visit.

If in-person visits are not possible due to one or more of the above criteria, we will offer alternative means of communication for people who would otherwise visit, such as virtual communications (phone, video-communication, etc.).

In cases when visitation is allowed, Advocate must:

- Require visitors to limit their movement within the facility to the resident's room (e.g., reduce walking the halls, avoid going to dining room, etc.).
- Make efforts to allow for safe visitation for residents and loved ones such as suggest limiting physical contact with residents and others while in the facility, practicing social distances with no hand-shaking or hugging, and remaining six feet apart.

Thank you in advance for your anticipated cooperation in this very important matter. Please call any member of our administration team for additional guidance or any questions you may have.

Sincerely,

Laura Dos Santos, Executive Administrator