



Visitation Guidelines (regardless of vaccination status)

effective Thursday, April 1, 2021

- A visitor is defined as immediate family or a resident designee (if resident has no immediate family) to allow The Highlands to manage the volume of visitors.
- Visitation only applies to residents who are not COVID-19 positive, not exhibiting symptoms and not on quarantine.
 - Quarantine occurs after a resident emergency room visit, hospital stay, outpatient surgery or new admission. The quarantine period is 14 days, but may be longer based on resident's medical status.
- Visitation is available seven (7) days a week at any time of the day.
- Limit of two (2) visitors per resident per visit.
- Visitation will be permitted in resident's room or a designated indoor space. If a resident resides in a semi-private or shared accommodation, a designated area will be provided to visit.
- Visitor must stay in resident room or designated visitation area. Visitors are not permitted to walk around building into other resident areas. Visitors must socially distance from all other residents and staff when visiting.
- Visitor and resident will remain six feet apart during visitation
- Hand hygiene must occur before and after any physical contact.
- Visitor and resident will both wear a mask during visitation, regardless of vaccination status.
- If a visitor is unable to follow masking rules or other visitation guidelines, he/she will be asked to leave to keep residents safe.
- Visitors will perform hand hygiene prior to visitation.
- Visitors are required to be screened prior to visitation.
 - Aspire Skilled Nursing – visitors will be screened at the main entrance and may proceed through the building to Aspire Skilled Nursing.
 - Aspire Rehabilitation – visitors will be screened at the main entrance and may proceed through the building to Aspire Rehabilitation.
 - Aspire Personal Care – visitors will be screened at the main entrance and may proceed through the building to Aspire Personal Care.
 - Aspire Memory Support – visitors will be screened at the main entrance and then should drive to the entrance of Aspire Memory Support and enter through the front porch. Visitors are reminded that staff may be providing care to a resident and therefore may need to wait a few minutes for the door to be opened.
- Visitation will be suspended if there are any positive cases of COVID-19 in either staff or residents.