



Memo

Date: June 10, 2020

To: Families in Personal Care, Health Care, and Memory Care

From: Coronavirus Response Team

Re: Visits with Residents

Now that Montgomery and Bucks counties have moved from red status in the state's pandemic guidelines, Living Branches is working to safely enable visitation with residents in Personal Care, Memory Care, and Health Care to resume.

It is important to note that Pennsylvania Department of Health has specifically stated that unrestricted visitation with residents in congregate care settings is not permitted until at least 28 days after a county moves to green in the pandemic guidelines. We are not in that phase yet, so we have developed a method to allow family visits that will provide a significant level of protection from virus transmission. This method is a chat box.

A chat box is a plexiglass enclosure in which a resident can sit to converse with a visitor who is outside the chat box. We believe this will safely allow conversation, while ensuring the virus is not transmitted.

We will begin chat box visits on Monday, June 15, 2020. For now, the chat boxes will be located outside, as there is agreement among medical professionals that there is less risk of virus transmission outside. This means visits will be weather-dependent.

You will be able to sign up for a chat box visit through the Living Branches website at livingbranches.org/chat. This webpage will be accessible on Sunday, June 14. Visits will be limited to approximately 20 minutes at the current time, and we ask that you sign up for only one visit per family initially so that each resident will have the opportunity to see loved ones as quickly as possible. Visitors are limited to two persons per visit, and please do not bring pets at this time. Staff will remain nearby throughout the visit.

The chat box will be disinfected between each use. Visitors must be screened at the screening entrance and receive their visitor pass before proceeding to the chat box. Please arrive 10 minutes before your scheduled time to allow for screening.

We are pleased to be able to offer an option to allow families to see each other while we remain under tight pandemic guidelines. If you have questions, please feel free to reach out to your life enrichment coordinator or level of care director.