

PVH Visitation Policy

10/20/2020

FREQUENTLY ASKED QUESTIONS

- ◆ **When will indoor visits be available & what will that look like?**
 - ◆ Indoor visits with friends & family are available when PVH has been COVID free for 14 days and remains COVID free. Indoor visits occur in designated visiting areas with a hand-crafted Plexiglas partition between residents and visitors.
- ◆ **Myself and or the individual I'm wanting to visit is hard of hearing. How will I be able to communicate with them?**
 - ◆ We have two way speakers available to use for any type of visit. When scheduling be sure to mention you would like to use speakers and we will have them ready for you.
- ◆ **My family has a special event coming up. Can my loved one attend?**
 - ◆ Virtually, yes! We have had residents attend birthday parties, bridal showers, and funerals virtually over the last few months. Residents have shared that attending in this manner means they get the best seat at the event! If you have a special occasion coming up call us at 620-585-6411 and we will work with you to make arrangements.
- ◆ **I am not able to visit during the day. What are my options for evening and weekend visits?**
 - ◆ When feasible residents are able to visit at their bedroom window using the speakers. Each neighborhood has access to a designated area where residents can be brought to a window to visit with friends or family. Video chatting is always available if preferred. There are no time restrictions on these visits. When we are able to offer indoor visits we will send out an update regarding available days and hours.
- ◆ **How many people can I bring to visit? Is there an age restriction?**
 - ◆ We are able to accommodate 2 individuals for indoor visits and 4 for outdoor visits so that we can ensure social distancing is practiced. There is no age restriction at this time; however, all individuals 3 years and older must wear a mask covering their nose and mouth while at PVH.
- ◆ **How are visitation areas being sanitized to protect me from germs?**
 - ◆ All areas, chairs, tables, partitions and other items used or touched are being sprayed with a sanitation chemical after each visit.
- ◆ **Can I bring items for the resident to the visit?**
 - ◆ Yes, please keep in mind that all items that enter the building are sprayed with chemicals to sanitize.
- ◆ **Can I visit a newly admitted resident right away? Are residents returning from a hospital stay able to visit?**
 - ◆ Yes, they would be able to have visits outdoors. For theirs and your protection they will be wearing PPE during this time.
- ◆ **How long can I stay for a visit? Is there a limit on how often I visit?**
 - ◆ Outdoor visits are scheduled for 30 minutes. When offered indoor visits are scheduled for 60 minutes. You are welcome to schedule more than one visit a week while being mindful of other residents and their loved ones.

*****FUN FACT: As of October 20th over 470 visits have been scheduled since July 1st with an average of 33 visits scheduled a week! *****