



Coronavirus (COVID-19) - Change in Visitation Guidelines

Effective March 13, 2020

The Plaza Assisted Living has updated visitation guidelines for all six communities to help prevent the spread of the coronavirus to our Residents, team members and vendor partners.

Visitation Guidelines:

A visit shall be defined as an individual entering the community. Drop-offs and pick-ups are not considered a visit if the individual does not enter the building.

- Residents will be permitted to have one healthy visitor per day. The exception would be for end-of-life situations.
 - Entrance into the community will be restricted to the following times, allowing for proper screening prior to entrance.
 - Daily Visiting Hours - 7:00 am to 10:00 am & 4:00 pm to 7:00 pm
 - Supplies and medication drop-offs can be made between 7:00 am to 7:00 pm.
 - Visits with Residents will be restricted to the Residents' apartment. If the apartment is a companion suite (shared), it is still preferred that the visit occur in the apartment. However, a request can be made in advance with the Concierge to reserve a private meeting space, and will be provided if available.
 - Medication or supply drop-offs shall not be considered a visit if the individual making the delivery does not enter the community. Deliveries must occur between 7:00 am – 7:00 pm.
 - Supplies and over-the-counter medications can be dropped off by calling for assistance at the entrance.
 - Prescription medications must be received, in-person, by a RN/LPN ONLY.
 - We thank you in advance for your patience as the receiving nurse will need to come off a care floor to accept the medications. If this becomes a challenge, you have the option to utilize Pharmicare for medication deliveries to The Plaza or mail order.
 - For all medical appointments, please inform the community at least 24 hours in advance to allow for preparation of the resident's paperwork and ensure he or she is ready and available upon your arrival. This shall not be considered a visit if the individual picking up the resident does not enter the community.
 - Religious services will be allowed during visitation hours and shall not be considered toward a Resident's daily visitor count.
 - New protocols have been put into effect to allow normal business operations to continue.
 - Guest meals will be discontinued until further notice.
 - Overnight guest stays will be temporarily discontinued until further notice.
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- Any support group meetings hosted at Plaza communities, will be temporarily discontinued until further notice.
- No sales calls or solicitations will be allowed within the community until further notice.

We thank you for your continued support, understanding and cooperation with our new visitation guidelines. Please know that changes may occur with little or no notice.
