



May 5, 2021

Hello Arboria Friends and Family,

We are excited to open up Arboria for more visitation in Assisted Living. The following changes will begin immediately for all our Assisted Living residents. We are still awaiting COVID free results for the second consecutive week in Memory Care before the below changes take place for our Memory Care residents. (Hopefully, we'll have good news by Friday!)

Attached you will find two updated protocols. One for indoor visitation and the second is for non-medical outings. These two protocols outline the specifics for each so please take time to read through them.

We want to remind all visitors that you are not allowed to visit if you have had known exposure to someone that is COVID positive in the last 14 days unless you are fully vaccinated. Fully vaccinated means that it has been 2 weeks since your final vaccine administration. Even then it is encouraged that you do not visit unless you had a negative COVID test 10 days after the exposure.

If Arboria has a COVID exposure from a visitor, staff member or resident in Assisted Living, we will have to limit visitation as we are currently doing in Memory Care. Therefore, please stay home if you are sick or not feeling well.

**These changes to the visiting process will begin immediately and are as follows:**

- Families/Friends are no longer required to schedule their visits.
- If we have issues with too many people being in the building at once, congregating outside of the resident rooms, or not following the rules of checking in and wearing masks, we will have discussions with those people on an individual basis. If rules fail to be followed Arboria may revoke a person's ability to visit.
- If you would like to take a resident out of the building for an outing you will need to let the Director of Health Services, Shannon Jones or the Director of Memory Care, Jenn Navarro know. You will need to plan ahead as we may need to pack medications for the resident or get orders from the physician to administer medications outside of the normal time.
- All communication regarding taking a resident outside of the building should happen during normal business hours to ensure accurate communication.

We thank you for your cooperation and allowing us the privilege to provide care to your loved one.

Sincerely,

A blue ink signature of Shannon Jones, consisting of stylized, overlapping loops and lines.

Shannon Jones RN, BSN  
Director of Health Services

[jonesshannon@arboriaoflonggrove.com](mailto:jonesshannon@arboriaoflonggrove.com)

Office: 224-677-6877

A dark red ink signature of Jenn Navarro, written in a cursive style.

Jenn Navarro, LCSW, CDP  
Director of Memory Care

[navarrojennifer@arboriaoflonggrove.com](mailto:navarrojennifer@arboriaoflonggrove.com)

Office: 224-677-6881