

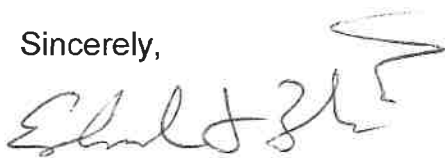
May 6, 2021

Dear Family and Friends,

We are happy to announce that we will be starting indoor visitation Tuesday May 11<sup>th</sup>. Visitation will be by appointment only and may be attended by no more than two visitors. The visits will take place in an indoor designated common area or outside on the front porch. At this time visitation is not permitted in resident rooms.

In addition we have extended our visitation hours. Our new hours are 10am – 4pm Monday – Saturday. We continue to have the ability to coordinate Facetime/Google Duo calls with your loved ones, also by appointment. These appointments can be scheduled by calling the facility and are on a first come first serve basis. Please see the attached Visitation Protocol document for a complete list of community guidelines. Once again I truly sympathize with the difficulties this pandemic has caused but our number one priority is the safety of the residents residing at the Heritage. Thank you for your continued cooperation.

Sincerely,



Edward J. Zirbser 111  
Administrator

45 ROUTE 206

HAMMONTON, NJ 08037

TEL: 609-561-8977

FAX: 609-561-1158

EMAIL: info@heritagealf.com

WEB: heritageassistedlivingnj.com

*The Heritage* / ASSISTED LIVING

## Heritage Assisted Living Visitation Protocol

- Visitation Hours are Monday – Saturday from 10 am – 4pm. Currently we cannot accommodate Sunday or evening visits.
- Appointments must be scheduled at least 24 hours in advance. Please call 609-561-8977 during the hours of 9am and 6pm to schedule your visit.
- In order to accommodate all scheduled visits, all visits must begin on the hour and last a maximum of 50 minutes.
- Please arrive five minutes before your scheduled appointment to complete the screening process.
- Both Indoor and Outdoor visits must take place in a designated common area. At this time, visitors are not permitted in resident rooms.
- Only two visitors are permitted per visit and each person must complete and sign the visitor questionnaire and liability waiver.
- Residents with Covid-19 or suspected to have it may not have visitors until after their isolation requirements have been met.
- Masks must be worn at all times.
- You may have direct contact with your loved one if he or she has been fully vaccinated, but no physical contact should be made with other residents, staff, and visitors.
- All visits will be monitored by a staff member.
- No food may be consumed during the visit.
- Restrooms are not available to visitors.
- All scheduled visits are subjected to cancellation.

### Additionally:

- Window visits are still permitted and encouraged. (These visits do not require a staff member to be present.)
- Facetime and Google Duo calls can be provided using our company tablet. Please schedule these calls with the activity department.

