



Army Residence *Community*

DATE: September 14, 2020

We are happy to announce our Phase 1 designation approved by The Texas Health and Humans Services Commission! This means that we are able to allow visitations for families and friends outside of the building at this time.

Visitation Opportunities!!!

Monday, Wednesday, and Friday

3pm to 5pm

Each appointment is for 20 minutes schedule on the hour/half hour, i.e. 9am, 9:30am. The last appointment will be at 11am. The 10 minutes between visits will allow our team to properly sanitize each area. At this time, we are allowing 5 opportunities during each time slot. With that being said, we will not allow any reoccurring visits for the first 2 weeks until all families have had the opportunity to see their loved ones.

How do I Scheduled?

Send an email to dgarcia1@armyresidence.com with your loved one's name, name of the visitors (maximum of 2) and three times that would work for your schedule. We will do our best to give your first choice but may need an alternative.

Please do not call to schedule your visit. With the number of anticipated requests, we cannot have multiple team members being contacted creating disorganization.

You will receive a confirmation email once your request has been approved.

If these times do not work within your schedule we will still offer window visits and zoom calls.

This is a trial based for all of us, and wants to enforce a strict blocked schedule time. Our goal is for every resident to have the opportunity to visit with their loved ones; therefore we will plan for additional opportunities.

When You Arrive



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Your name will be given to guard shack once visitation has been approved. We ask that you check in at the Healthcare entrance area to have your temp and screening done. Once you have check in, you may proceed to covered patio across from pond. Once you have arrived:

- Please stay outside and we will bring your loved ones to you
- Please make sure that you are wearing a face mask
- Please use hand sanitizer
- Remember visits are 20 minutes long with a maximum of two visitors. There will be no exceptions to visitors limit!

DO'S AND DON'Ts

During Your Visit:

- You may bring cards, flowers, balloons for your loved ones
- Please wear your mask outside. This is a state mandated regulation as well as the facility.
- Social Distance with all loved ones
- If become COVID positive within 14 days of your visit notify us immediately.

Please Refrain From:

- From delivering regular supplies the day of visitation as these items need to go to connex area by high-rise for sanitation purposes.
- **Any physical contact between visitors and residents is still prohibited by regulation. This means no touching, hugging, or kissing.** We **KNOW** this is going to be difficult, but please understand that we must protect our residents as much as possible. Any positive cases will **STOP** all visitations for at least 14 days.

Lastly, we are excited about this opportunity and want you to enjoy your visit with your loved one. We know that this is an unfortunate time but we want to make the best of it and stay positive. Please make sure that you have read and review all bullet points in this letter upon visitation. We are all in this together and thank you for the opportunity for caring for your loved one during this difficult time. Stay safe and see you soon.



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Community

Cynthia Woodard, LVN

Crestway AL Manager