



March 12, 2021

Dear Residents and Families of Riverview North,

Riverview Health has made the decision to permit visitation for Riverview North residents beginning on **Wednesday, March 23rd, 2021**. As pleased as we are to have our resident families back in the facility, there will be guidelines in place to ensure the safety of our visitors, residents and staff.

Listed below are the necessary requirements for all family members prior to and during visitation:

- Visitations will take place Monday – Friday, with a limitation of three (3) visitation appointment times for the facility per day (two AM visitations and one PM visitation).
- AM visitations must occur between 10a-12p. PM visitations must occur between 2p-4p.
- Visitations must be scheduled by contacting the Director of Activities - (313) 343-8000, at the facility no less than 48 hours prior to the requested visitation.
- Visitations shall be no longer than 15-20 minutes and limited to no more than two (2) visitors per visitation.
- Visitations will take place in designated areas of the facility to enable proper disinfecting protocols to take place.
- All visits shall require a facility appointed person to remain present in the visiting area throughout the duration of the visitation.
- Prior to entering the facility, visitors must take a rapid COVID-19 test and receive a negative result.
- While within the facility, visitors must wear a face mask, covering both nose and mouth, at all times, remain socially distant (at least 6 feet) from all residents and employees and practice proper hand hygiene when appropriate.
- Visitors are **prohibited** from sharing food with and/or touching any resident during visitation.
 - **Sharing food and/or touching of any resident will result in termination of the visitation.
- Visitors are required to immediately notify the facility Director of Nursing – (313) 343-8000, upon experiencing any COVID-19 symptoms within 14 days after visitation.

We understand the high demand from our residents and families to be able to have visitations. Our goal has always been and will continue to be to keep our residents, their family members and our staff safe. We appreciate your patience and understanding as we continue to navigate these unprecedented times

Sincerely,

RIVERVIEW NORTH