



COVID-19 Planning for Providence Place and [Visitor Guide](#)

Updated November 3, 2020

The health and well-being of our residents and employees is of utmost importance to us at Providence Place. We are closely monitoring the situation and, in accordance with the CDC and other health agencies, are continuously evaluating our policies and taking extra precautions to protect our residents and staff.

Currently, the following policies and precautions are in place:

- Physical tours of the entire property for prospective residents are suspended, however available apartments can be shown by appointment at designated times during the day. We invite you to view our [virtual tour](#) and call us to get information to begin the conversation and/or to set up a time to tour available apartments.
- The front entrance is the main entry point for staff, healthcare/private duty personnel, and family visitor providing essential care to their family member (family visit restricted to one person). All who enter, including staff, will be screened prior to entering. Screening includes a temperature check, and all entering are asked a series of questions pertaining to the possible exposure to COVID-19.
- We are following strict infection control protocols, based on CDC guidelines. Our housekeeping staff continues to work tirelessly to ensure that all high-touch surfaces are disinfected on a daily basis, using an EPA-registered disinfectant.
- Service deliveries and vendors – The service hallway is being used to deposit food and supplies. No external delivery person is allowed beyond this point. Kitchen staff is responsible for getting supplies to the kitchen.
- Communal dining has resumed. The seating capacity in the dining room is now a maximum of 50 people. Seating has been rearranged so that residents are able to keep a social distance. Masks are to be worn by residents to the table, but can be removed while dining. Tables and chairs are disinfected between each use.
- Resident Programs and Activities – Outdoor exercise classes were held throughout the summer, and will continue outside as weather permits. Zoom exercise classes are also being held. We are gradually adding in more and more programs and activities. Please check our monthly [calendar](#) for more information
- We continue to communicate to all residents and staff the importance of hand hygiene, mask wearing and other precautions including social distancing.



Providence Place Visitor Guide

For several months, visitation at Providence Place has been restricted due to the COVID-19 pandemic. We know these restrictions have been difficult and often distressing for residents and families. Based on new guidelines just released we are pleased to provide the following guidance for resuming safely indoor visitation at Providence Place. Your cooperation in adhering to these guidelines will help us maintain the healthiest and safest environment possible for your loved ones. Thank you for your understanding and support.

- Providence Place will be proceeding with indoor visitation in a designated location beginning Tuesday, November 3, 2020.
- Visitation will be by appointment only. Appointments may be made by calling the Front Desk at Providence Place at least 24 hours before the intended visit. **(413) 534-9700**
- Residents may have up to (2) visitors at one time.
- Each visit will be no more than 1 hour.
- Visiting times and duration will be limited and will follow all appropriate infection prevention guidelines. Wash your hands frequently (use of alcohol-based hand rub is preferred; limit your interaction with others in the facility as well as surfaces touched; restrict your visit to the designated area identified; wear a facemask (covering both mouth and nose) throughout your visit; and maintain at least 6 feet distance
- Visitation guidelines and restrictions may change week to week, depending on the latest COVID-19 infection rates within our county.
- Upon entry, visitors will enter through the front entrance of Providence Place and be screened. This includes a temperature check and screened for any symptoms related to COVID-19. Asymptomatic visitors will be asked if they have been in contact with someone known or suspected of being COVID+ in the past 48 hours.
- Visitors will be required to complete the visitor log that includes the visitors name, date of visit, time of visit, telephone number, address and the name of the resident receiving the visit. This information is important should contact tracing become necessary.
- Visitors will be directed to the designated area. Visitors should not try to walk to any other areas of the building.
- Visitors cannot go to the resident's apartment or anywhere other than the designated area without prior administrative approval.
- Any individual who enters our community and develops signs and symptoms of COVID-19 including fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea within 48 hours of their visit to Providence Place must immediately notify us.

Providence Place encourages visitors to consider continuing outdoor visitation when possible as well as other electronic methods for communication with your loved one in between in-person visitation.

We request that you consider making one appointment for indoor visitation per week.

Indoor Visitation is as follows effective November 3, 2020:
Sundays 1:30-2:30pm, 3:00-4:00pm.
Tuesday-Friday 10:00am-11:00am, 1:30-2:30pm, 3:00-4:00pm.
Wednesday 5:30-6:30pm.
(413) 534-9700