

Compassionate Care Visitors

We are very sorry you are going through this difficult time, and we want to facilitate your access to your loved one as much as possible.

Through multiple conversations with the Department of Public Health we have come up with guidelines to allow inside visits to your loved one at this critical point in their life. We ask that you acknowledge your understanding of these guidelines and that you will adhere to them as well.

2 people maximum per visit. Once you go out of the building you will not be allowed to reenter. Please keep in mind every time someone enters the facility our risk of COVID-19 being brought into the building increases and with higher traffic it increases exponentially. You are welcome to visit up to a maximum of 2 hours, our staff needs to be able to have access to the resident to change them and reposition them and that is the absolute maximum time they have between performing that task.

There are select people that have been cleared for inside visits and we have to limit to those we have cleared. I wish we could accommodate everyone in your families to come in but we cannot. You are welcome to Zoom or FaceTime family members while you are here as long as a roommate cannot be seen at the time.

Once you are screened and permitted access, a staff member will bring you down to your loved ones' room and when you are ready to leave please ring the call bell for a staff member to escort you out. You are not allowed outside of that room for any reason unless a staff member is with you.

Appointments must be made for the visit so we know who will be coming in. It does take away from nursing to screen visitors in and we want to make sure our other residents' needs are being met as well.

Please assign one person as your family contact person to pass along any pertinent information on your loved ones status.

When your loved ones status changes please contact Toni Hanson DON at the facility to discuss lengthening visitation times. We do understand that you would like to have someone with your loved one at all times during that time.

Thank you from all of us here at Bel-Air Nursing and Rehab Center!!