



Policy for Visitor Restriction to Independent and Assisted Living Campus during COVID-19 Response Plan

UPDATED: March 16, 2020

Policy:

To reduce the risk of possible infection and spread of COVID-19, the Masonic Homes of California in Union City and Acacia Creek Retirement Community in keeping with the guidance of the State of California will institute screening and other restrictions for potential visitors.

Considerations:

Process associated with this policy may change frequently due to updates in COVID-19 response from local, state, or federal recommendations

Only visitors who have been pre-approved are allowed on campus. Only visits for compassionate care reasons will be considered. This is a case-by-case approval process adjudicated by:

Masonic Homes - Resident Services Administrator at (510) 458-3982.

Acacia Creek – Martin Herter, Administrator at (510) 441-3720.

No visitors under 18 years old.

Only 2 visitors per resident at a time.

No resident currently under isolation or quarantine will be allowed to receive visitors.

Process:

External visitors:

1. All visitors must be preregistered and preapproved by the Resident Services Administrator. Resident Services Administrator will give list of all approved



visitors to Front Desk on a daily basis (or more frequently if necessary).

Front Desk will send the list to the guard prior to visitor arrival.

- a. Any visitors not on the list will be asked to wait until either the Masonic Home Resident Service Administrator or Acacia Creek Administrator approves entry. If the guard cannot make contact, the visitor will be refused entry.
 - b. Approval will take time. Visitors are advised to call in advance (the more time the better) to allow for the completion of the approval process.
2. At guard house, visitors will receive questionnaire and education
 3. Guard will direct visitor to park at the Main building parking lot and enter only through Main Entry at the Front Desk.
 4. If you need ADA assistance, inform the guard who will call the front desk, and a staff member will meet and screen the visitor at the South Mall Entrance
 5. Staff will temperature screen all visitors, observe the visitor use hand sanitizer to wash hands, and have them sign questionnaire.
 6. Visitors must all sign in and provide all info including phone number.
 7. If visitor passes screening, they will be escorted to the Resident Room.
 8. Visitor must check out upon leaving the community.

While Visiting:

1. Visitors must observe 6 ft distance from all residents during their visit.
2. If the visitor must be closer than 6 ft, they must avoid any unnecessary physical contact.
3. Dining Services will not be able to provide meals for visitors
4. Visitors are not allowed to wander around the community. Visitors must remain in the resident's room during the visit. When entering and leaving, visitors must take the most direct route between the screening area and resident room. Visitors will be escorted.



Please remember the following:

- Maintain social distancing of 6ft.
- Wash your hands
- Cover your mouth when you cough or sneeze
- Avoid touching your face
- Do not touch any surfaces if you can avoid it
- If for some reason, you were unable to avoid coughing or sneezing on a surface, please be sure to let the Front Desk know so that we can disinfect the area.