

Dimensions Living Prospect Heights Safe Visitation Practices

At Dimensions Living Prospect Heights, we are committed to offering visitation that supports each resident's physical, mental, psychosocial well-being, and quality of life. Visitation may be conducted through different means based on the community's structure and residents' needs.

General Infection Control Practices for all In-Person Visits

- Two (2) visitors per resident are allowed during the visit.
- Each visitor will be screened for signs and symptoms of COVID-19.
 - Entry will be denied for those who exhibit signs or symptoms consistent with COVID-19.
- All visitors must complete hand hygiene with an alcohol-based hand rub upon arrival.
- All visitors must wear a well-fitting face covering or mask that completely covers the mouth and nose.
- Please practice social distancing.
 - Six (6) feet between persons.
 - Limit number of hugs, handshakes, and other physical contact.

Virtual Visiting Program

We encourage all family and friends to connect with our residents on a regular basis. One way of doing so is via virtual visits via FaceTime, Zoom, or other methods.

In the event a resident requires assistance during a virtual visit, we are privileged to help. For assistance, please contact Receptionist at 847-797-2700.

Window and Outdoor Visiting Programs

Our window and outdoor visiting programs are designed to follow all guidance from the Illinois Department of Public Health and the Centers for Disease Control and Prevention.

- Visits may occur on Friday, Saturday, Sunday, and Monday's from 10am-2pm between weather permitting.
 - Each visit will be 25 minutes in duration.
 - Visits will take place by the garden, outside of the community.
 - The seating area will be disinfected between each visit.
- Two (2) visitors per resident are allowed during the visit.

For more specifics on what to expect during your window or outdoor visit, or you may contact the Dimensions Living Prospect Heights Executive Director by calling 847-797-2700.

Indoor Visiting Program

Our Indoor Visiting program is designed to follow all updated guidance from the Illinois Department of Public Health and the Centers for Disease Control and Prevention. Effective immediately, we are overjoyed to support indoor visitation for all residents with exception in the following instances:

- **Residents currently positive for COVID-19** may not participate in indoor visits, despite vaccination status, until they meet the criteria for discontinuing transmission-based precautions.
- **Residents in quarantine due to suspected or confirmed COVID-19** may not participate in indoor visits, despite vaccination status, until they meet the criteria to be released from quarantine.
- **Unvaccinated residents** may not participate in indoor visits if Cook County's positivity rate is greater than 10% and less than 70% of our residents are fully vaccinated.

Currently, our county positivity rate is: 5.1%

Currently, 93% of our residents are fully vaccinated.

- During indoor visits, we'll ask visitors to participate in a COVID-19 screening, wear a well-fitting face mask that covers your face and nose, use an alcohol-based hand-rub, and not congregate in common areas.
- Visits may occur on Friday, Saturday, Sunday, and Monday between 10am and 2pm.
 - Each visit will be 25 minutes in duration.
 - Visits may take place room behind receptionist.
 - The seating area will be disinfected between each visit.
- Two (2) visitors per resident are allowed during each visit.

While the option to visit indoors is now available, please note that state and federal health officials advise that it is safest for residents to participate in outdoor visits whenever comfortably possible.

In the event Dimensions Living Prospect Heights confirms a positive case of COVID-19 among residents or team members, we will temporarily suspend indoor visits while we conduct facility-wide testing. If our first round of testing identifies additional cases of the virus within other areas of our senior community, indoor visitation will be suspended until we meet the criteria to discontinue outbreak testing.

We will resume indoor visitation per the following recommendations:

- **Residents of the COVID-positive unit or designated area** may receive visitors 14 days after testing stops.
- **All other residents** may accept visitors if our first round of testing reveals no additional COVID-19 cases in other areas of our senior living community.

To schedule an indoor visit, please contact the Receptionist via phone: 847-797-2700

Compassionate Care Visits

Our Compassionate Care visiting program is designed to follow all guidance from the Illinois Department of Public Health and the Centers for Disease Control and Prevention. Dimensions Living Prospect Heights will accommodate and support visits for all types of compassionate care needs, including those beyond end-of-life or hospice situations such as to support a resident grieving a recent loss or experiencing emotional distress.

Compassionate care visits are allowed at all times regardless of a resident's vaccination status, our county's positivity rate or our outbreak status.

- During indoor visits, we'll ask you to participate in a COVID-19 screening, wear a well-fitting face mask that covers your face and nose, use an alcohol-based hand-rub, and not congregate in common areas.
- Two (2) visitors per resident are allowed during each compassionate care visit.