



Dear Assisted Living and Skilled Nursing Community Members,

I hope that you are all staying well, especially during this streak of hot weather that we continue to have. As we move into August 2020, Lions Gate continues to be COVID-19 free and we all continue to be diligent with social distancing, wearing masks, screening and taking temperatures of employees on a daily basis, and the same for visitors at time of visit. It is extremely important that when residents and visitors meet outside, masks are worn by all and social distancing is maintained. As difficult as it is for residents and visitors to not be in close proximity, we need full compliance in an effort to maintain a safe environment for everyone at Lions Gate.

There have been some questions and comments raised regarding the previous letter about visitation. Therefore, the protocols have been reviewed and listed below:

- Residents have the right to decide who they want to visit. Therefore, Sheila Masson, our Director of Social Services is meeting with all residents to obtain their requests of specific visitors. If a resident is unable to provide this information, then Sheila will contact the POA or Responsible Party.
- A list of all designated visitors will be provided to the Receptionist so the information will be available when reservations are made. If a person is not on this list, they will not be able to visit.
- If a resident and/or POA/Responsible Party designate a “paid” companion as a visitor, then the person will be considered a visitor.
- Only 2 visitors are permitted to attend at one time which is per the NJ Department of Health mandate. “Splitting” of time slots to allow more than 2 visitors is not permitted
- No food or drink is allowed, except for water bottles brought by the visitor to be consumed by the visitor only, as per the NJ Department of Health. Any food brought for the resident must be left on the table in the vestibule, as has been the practice.

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- Please arrive 10 minutes early for your visit, which will provide you enough leeway so that everyone is ready for their visit on time. If a visit starts late, for whatever reason, it still must end at the scheduled 15 minute time slot.
- All visitors will be screened and temperatures will be taken.
- Each resident may have up to a maximum of 3 visits per week.
- Anyone requesting a visit must request one visit at a time (i.e. a person cannot call or make an online request for 3 visits at one time)
- We are now accepting requests online by using the below link, or you may still call 856-667-3100 to make a reservation:

<https://form.jotform.com/201837928838066>

- Once your request is received online, you will be contacted by Kim Barclay, Receptionist, to confirm your request. Your request is not a reservation until Kim contacts you to confirm your date and time.
- Effective Monday, August 3<sup>rd</sup>, we will no longer be offering “window visits” since we now have outdoor visits. We will continue to have “FaceTime visits.”
- All visits will continue to be monitored with a staff member present to ensure all protocols are being maintained. This is per the NJ Department of Health directive.

If you have any questions, please email the Hotline at [lgadministrator@lionsgateccrc.org](mailto:lgadministrator@lionsgateccrc.org) or call the Hotline at 856-679-4679.

We hope that you all continue to stay well and be safe!

Respectfully,

Susan Love, MS, LNHA  
Chief Executive Officer

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