



## **SILVERADO Belmont Hills Updates**

*November 10, 2020*

Dear Silverado Families,

This is a quick update on our resident visits here at Belmont Hills. Due to the cold weather, we decided to conduct indoor visits today. It went well for both our residents and their visitors.

We appreciate everyone's flexibility as we manage through ongoing changes with visitation options and all things COVID-19 related.

If you have a visit scheduled this week, please come to the front lobby door. Upon entrance to the Community, each family visitor (max of two) will undergo screening for symptoms, temperature and COVID-19 status. Visitors must pass screening to be allowed to visit. Visitor's names and phone numbers will be recorded on the Community's screening form. If you have an N95 mask, please bring it. If not, we will provide you one. Your N95 mask must remain on, during your visit.

Visitor's will be asked to sanitize their hands and will be escorted to our discovery room in the lobby.

Each resident will have their hands washed or sanitized prior to their visit and will be escorted to the discovery room through an outside door in our Twin Pines courtyard.

Visitors are asked to not eat or drink anything during the visit.

Visitors will be seated with a Plexiglas screen between them and their loved one. Please do not touch or hug.

Window or fence visits are also available. All visit options depend on the weather and San Mateo County and Department of Social Services guidelines.

Please be on time and be mindful visits are limited to 30 minutes. We need time to appropriately sanitize and clean in between each visit.

I will also provide another update on Friday, November 13, 2020.

As long as we remain COVID-19 free and county agencies allow it, we will continue the option of indoor visits.

As always, if you have any questions, please feel free to contact me.

Sincerely,

Joan Newman

Administrator

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