



Care Center Patient Visitation Information

Amid COVID-19 concerns, Haven's visitation policies have been adjusted. Haven's priority is to keep patients, their families, and all staff healthy.

Haven patients in all care centers are allowed two visitors at a time, as long as the visitors have completed and passed a mandatory screening. Other visitors must wait outside.

» Here are the criteria that a visitor must review PRIOR TO entering the building. This information is displayed on signs outside of each Haven care center.

- 1) Have you been on a cruise in the last 14 days?
- 2) Have you traveled internationally in the last 14 days?
- 3) Have you entered the state of Florida or this community from another state/area with substantial COVID-19 spread?
- 5) Have you experienced symptoms including cough, shortness of breath, chills, aches or headache?
- 6) Have you been exposed to a confirmed or suspected COVID-19 patient?

If the answer to any of these questions is YES, please notify staff BEFORE entering the building. Even if you answer NO to these questions, all visitors will be screened by a Haven associate (including a temperature check).

» To enter the building, all visitors are required to wear a cloth mask or scarf/bandana covering the nose and mouth for the duration of their time in the building. Visitors will supply their own mask.

» If a Haven associate thinks you would put the patient and others at risk, they might ask you to consider an alternative type of visit. They can help you facilitate an online visit using one of the methods below so you are still able to connect with your loved one.

- 1) FaceTime
- 2) Skype
- 3) Phone call
- 4) Other type of communication via iPad or computer

Thank you for taking these precautions seriously to help us protect patients, families and Haven staff. If you have any questions, please contact the Haven care center you wish to visit prior to arrival.