



A Northwest Colorado Health Community

6/24/2020

Dear residents, friends, and family of The Haven,

We have received some wonderful news from Colorado Department of Public Health and Environment – The Haven can now allow outdoor visitation with some restrictions. The entire document from CDPHE can be accessed [here](#). It is still strongly recommended to socially distance and use electronic means of communication, but we understand how essential meeting in person with loved ones is to our residents here.

If you visit, we ask that you do everything possible in your personal lives to minimize your exposure. Socially distance, wear a mask, limit travel, do not attend public gatherings or large group gatherings, practice hand hygiene, and routinely self-screen yourself for symptoms of COVID-19. If you feel you cannot do these things, then we kindly ask that you find other ways to connect with your loved one. We have worked very hard over the past 3 ½ months to keep The Haven's residents and staff safe, and will continue to do everything in our power to prevent COVID-19 from entering our facility.

Due to the continued risk of COVID-19 in our region and risk of mortality for older adults, all visitors must adhere to the following protocols:

- All visitors should call ahead to schedule a visit – please do this at least a few days in advance so we can plan and staff accordingly. Call Adrienne at 875-1888 to schedule a visit; if it is in the evening or on the weekend, then call 276-4484.
- Once a visit is scheduled, you will receive an email from me or a designated staff with instructions for the visit
- Visitors **are not** allowed inside The Haven under any circumstances; if it is bad weather, then the visit will need to be rescheduled by the visitor.
- Visitors will need to wait outside in the breezeway between The Haven and The Community Center and call 276-4484 upon arrival to be screened by a staff member.
  - Staff will perform a temperature check and symptom screening; visitors with symptoms in the previous 14 days are not allowed to visit.
  - Visitors, residents, and staff must wear a face mask covering their mouth and nose for the entire visit; if you do not have a mask The Haven will supply you with one.
  - Staff will collect name and contact information of all visitors for contact tracing purposes
  - Staff will then escort the visitor(s) to the designated outdoor visiting area behind the Community Center
  - **The maximum number of external visitors allowed at one time is 4, including children**
- Staff will disinfect furniture after each visit

I hope this news comes to each of you at a good time, and please feel free to reach out if you have any questions. I will continue to be in touch if there are any changes made to this protocol or if we receive any more updates from our regulatory agencies.

Sincerely,

**Adrienne Idsal, LSW**

Director | **The Haven Assisted Living**

The Haven: 970-276-4484 • Desk: 970-875-1888 • Fax: 970-276-4197

300 S. Shelton Lane, Hayden, CO 81639