

Indoor & Outdoor Visitation is Possible

Applicable to: facilities without an outbreak or facilities with outbreak that is restricted to only 1 unit/wing/floor after 1st round of testing.

The Illinois Department of Public Health (“IDPH”) and Centers for Medicare & Medicaid Services (“CMS”) have recently released guidance for Skilled Nursing Facilities and Other Long-Term Care Facilities to follow, regarding COVID-19 and re-introducing group activities and visitation.

Per IDPH’s Reopening Plan for Skilled Nursing Facilities and Other Long-Term Care Facilities Avantara Lake Zurich **is currently allowing in person visitations.** Although outdoor visitation is strongly encouraged by IDPH and CMS, both indoor and outdoor visitations may be available, subject to Avantara Lake Zurich’s availability and IDPH’s and CMS’ guidelines and regulations, which may change from time to time. Additionally, group dining and group activities at our facility have been expanded and salon services may be offered. For further details, please feel free to reach out to the facility at 847.726.1200.

Please note, visitation availability, group dining and activities, and salon services are subject to change based on a variety of factors, including possible new guidance and recommendations. In the event of a change in availability for visitation, group dining and activities, and salon services we will update accordingly.



Indoor Visitation Policy



Dear Family and Friends,

We are excited to welcome you back to Avantara Lake Zurich. Please see the below details on our indoor visitation policy.

- Visiting hours at the Facility are between Monday to Friday 10:00 a.m. -12:00 p.m., 1:00-2:30 p.m. and 4:30 - 6:30 p.m. and Saturday and Sunday 10:00 a.m. 4:00 p.m.
- Outdoor visits are strongly encouraged, weather permitting, and are strongly preferred over indoor visits.
- When a visitor arrives, reception will screen the visitor to the same extent it screens all other persons that enter the facility. The screening will include questions as to whether the visitor is experiences any symptoms of COVID-19 or has had close contact with anyone with COVID-19.
 - If a visitor does not pass the screening, the visit cannot be conducted.
- Visitors will be required to wear proper PPE, (which will be provided by the facility – if the facility is providing them with a new surgical mask for example) subject to certain exceptions, and will be required to comply with the facility’s policies and procedures in regard to social distancing, hand hygiene, infection control, and other COVID-19 related policies and procedures.
- If the visit is to take place in a designated visiting area, the resident will be escorted by facility staff to the designated visitation area and will be escorted back to their room or other location, after the visit.
- Visitors may not walk around the facility; they may only go to and from the designated visiting area or resident’s room, to ensure the safety of the facility’s residents and staff.
- Visitors must maintain a 6-foot distance during the visit, from both residents and staff, subject to certain exceptions.
 - If the resident to be visited has been fully vaccinated but the visitor(s) are not fully vaccinated, there may be close contact. However, a well-fitting mask must be worn, and hand hygiene must be performed before and after the contact.
 - If both the resident and visitor(s) have been fully vaccinated, there may be close contact, however, due to variants with increased transmissibility, it is recommended that both resident and visitor(s) wear a mask. Additionally, hand hygiene must be performed before and after contact
- If a visitor fails to comply with the facility’s visitation policy, or any policies or procedures of the facility, then the facility staff may end the visit.

These guidelines are subject to change based on CMS, IDPH, or facility policies and procedures.

Thank you for your understanding and compliance.

Outdoor Visitation Policy



Dear Family and Friends,

We are excited to welcome you back to Avantara Lake Zurich. Please see the below details on our outdoor visitation policy.

- Visiting hours at the Facility are between Monday to Friday 10:00 a.m. -12:00 p.m., 1:00-2:30 p.m. and 4:30 - 6:30 p.m. and Saturday and Sunday 10:00 a.m. 4:00 p.m.
- Outdoor visits will take place at the back patio, weather permitting, and are strongly preferred over indoor visits.
- When a visitor arrives, reception will screen the visitor to the same extent it screens all other persons that enter the facility. The screening will include questions as to whether the visitor is experiencing any symptoms of COVID-19 or has had close contact with anyone with COVID-19.
 - If a visitor does not pass the screening, the visit cannot be conducted.
- Visitors will be required to wear proper PPE, (which will be provided by the facility – if the facility is providing them with a new surgical mask for example) subject to certain exceptions, and will be required to comply with the facility's policies and procedures in regard to social distancing, hand hygiene, infection control, and other COVID-19 related policies and procedures.
- Visitors must maintain a 6-foot distance during the visit, from both residents and staff, subject to certain exceptions.
 - If the resident to be visited has been fully vaccinated but the visitor(s) are not fully vaccinated, there may be close contact. However, a well-fitting mask must be worn, and hand hygiene must be performed before and after the contact.
 - If both the resident and visitor(s) have been fully vaccinated, there may be close contact however, due to variants with increased transmissibility, it is recommended that both resident and visitor(s) wear a mask. Additionally, hand hygiene must be performed before and after contact.
- If a visitor fails to comply with the facility's visitation policy, or any policies or procedures of the facility, then the facility staff may end the visit.

These guidelines are subject to change based on CMS, IDPH, or facility policies and procedures.

Thank you for your understanding and compliance.