
FAMILY VISITATION GUIDELINES (Updated October 23, 2020)

Beginning Monday, September 28, Westminster Canterbury Richmond is open to family visitation in all areas of living from 10 a.m.-9 p.m. daily. Seniors are among the populations most vulnerable to the coronavirus, so we must continue with an abundance of caution when making decisions about how and when to visit loved ones.

Do not visit if you have any of these symptoms: fever, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, diarrhea or other new signs of illness.

All Visitors

- Enter through the left lane of the Gatehouse.
- All Visitor Screening now takes place at the Avalon Entrance (*see map*). Visitors should pull up to the Avalon Entrance, be screened, return to their vehicle, park near the location of their visit and proceed directly to their visit. Please check in at the Lobby Desk or nurses station in the area of your visit.
- For Screening: Visitors are required to have a temperature check and question screening upon arrival. If visitors have a temperature above 100 degrees Fahrenheit or have COVID-19-related symptoms, they will not be permitted to visit that day. Please answer screening questions honestly. After question screening and temperature check, you will receive a wristband indicating you have been screened.
- Visitors must wear a mask at all times, wash hands frequently or use hand sanitizer and always maintain social distancing of at least six feet.
- Children are only permitted if they are able to wear a mask and maintain proper social distancing.
- Family Visitation is only permitted in resident apartments and outside. Visitation in public spaces, dining rooms and lobby areas is not permitted. Please follow signage and take the most direct path to the location of your visit.
- Outdoor visitation is encouraged when possible as there is reduced risk of transmission with increased space and airflow.
- Visit only one household per visit to our community.
- Clergy are not able to visit at this time, except for end-of-life situations.

Independent Living Visitation

Please check in at a Lobby Desk on arrival and departure. Independent Living family may visit in residents' apartments or homes. A maximum of two visitors per resident or resident couple is allowed.

Assisted Living Visitation – Avalon, Pavilion, The Gables and Monticello

Please check in on arrival and departure. Visitation in residents' apartments is limited to one person at a time to ensure social distancing. If there is more than one guest, you may visit outside. If guests do not follow visitation procedures, they will be required to return to scheduling structured visits.

Mary Morton Parsons Health Center Visitation

Please check in at the nurses station upon arrival and departure. Visitation in residents' rooms is limited to one person at a time to ensure social distancing. Reservations for groups of two or more may be scheduled in the Rice Assembly or outdoors by contacting Carrie Martin at (804) 264-6276 or cmartin@wcrichmond.org.

Family Visitation

Please enter through the Gatehouse entrance (1). Follow the blue route around the property to Visitor Screening at the Avalon Entrance (2). After screening, please proceed to visitor parking nearest the location of your visit.

