

GRAND TRAVERSE PAVILIONS
Grand Traverse Medical Care

WINDOW VISITS

POLICY

A window visit offers a unique opportunity to visit with a loved one while maintaining social distance and preventing possible exposure.

- All window visits will occur in the activity rooms of each pavilion with the exception of the Elm Pavilion. Elm residents will be assisted to the Elm dining room and families may enter the Elm patio to visit.
- All visits will need to be arranged with the pavilion Social Worker. Window visits will be scheduled on Tuesdays and Thursdays. They will be scheduled in 15 minute increments and between the hours of 9am-11am and 2pm-4pm. Visits will begin Thursday 6/4/20.
- The entry to the paved pathways to get to the Grand Lawn are located on Elmwood Street, near Evergreen Cottage, and near Willow Cottage. Please note - The Willow Cottage entrance has a steep hill. If you prefer to park in front and walk around back, there are picnic tables for rest breaks. Additionally, there will be chairs set-up near the activity rooms for rest.
- Staff will not be able to provide 1:1 care while they are in the activity room. Staff will not assist someone to eat during the visit.
- GTP will not accept items from families through the back doors or windows.
- The front vestibule is for dropping items off, not for visiting.
- Families are expected to adhere to the rules of social distancing while on the Grand Lawn.
- Balcony or outdoor visits are not available at this time.
- The windows and door will need to remain closed.
- If the window visit is not tolerated well by the residents, GTP staff and the resident's family will discuss this together and determine if there is a more comfortable way to visit such as FaceTime.
- GTP reserves the right to cancel visitation at any time if there is an executive order discouraging visits or if it becomes unsafe to the residents.

How to brighten someone's day through a window visit or if you cannot partake.

- Bird Feeder
- Hanging Plants
- Wind Chime
- FaceTime
- Window Decals

Evergreen Cottage

- Window visits will occur only at the front entrance/porch(facing Cordia)
- There will not be scheduled times for visits, however we ask you keep in mind business hours, meal times, and scheduled activities
- We encourage visitors to contact the resident they would like to see on their personal telephone to inform of their arrival/visit time; If you are unable to reach the resident contact Evergreen staff at 932-3600
- Residents may not go outside of The Cottage to visit even if you are wearing a mask, even if you maintain 6 FT distance
- Visitors may not enter The Cottage or open the door
- If another resident is having a visit please be respectful of their privacy and keep in mind social distancing requirements
- Visitors may not go to the resident's apartment window to conduct a visit
- If you are dropping off items for the resident, ring the doorbell and pass to a staff member

Hawthorn Cottage

- Window visits will occur only at the front entrance/porch(facing Willow)
- Visitors may not go to the resident's apartment window to conduct a visit or the porch overlooking The Grand Lawn
- There will not be scheduled times for visits, however we ask you keep in mind business hours, meal times, and scheduled activities
- We encourage visitors to contact the resident they would like to see on their personal telephone to inform of arrival/visit time; If you are unable to reach the resident contact Hawthorn staff at 932-3620
- Residents may not go outside of The Cottage even if you are wearing a mask, even if you maintain 6 FT distance
- Visitors may not enter The Cottage or open the door
- If another resident is having a visit please be respectful of their privacy and keep in mind social distancing requirements
- If you are dropping off items for the resident, ring the doorbell and pass to a staff member

Willow Cottage

- Window visits will occur only on the porch of Willow Cottage, near the dining room, overlooking The Grand Lawn
- Visitors may not go to the resident's apartment window to conduct a visit
- There will not be scheduled times for visits, however we ask you keep in mind business hours, meal times, and not to disturb if resident is resting comfortably
- Reach out to Willow staff at 932-3640 to see what time might be best for the resident
- If the window visit is not tolerated well by the residents, GTP staff and the resident's family will discuss this together and determine if there is a more comfortable way to visit such as FaceTime
- Residents may not go outside of The Cottage even if you are wearing a mask, even if you maintain 6 FT distance
- Visitors may not enter The Cottage or open the door
- If another resident is having a visit please be respectful of their privacy and keep in mind social distancing requirements
- If you are dropping off items for the resident, ring the doorbell at the front entrance and pass to a staff member

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06/02/20