To: Trezevant Terrace Residents and Families

From: Paul Martin, Director – Health Operations

Julie Repking, Assistant Director – Health Operations

Date: September 28, 2020

Re: Visitation

September 17, 2020 Governor Lee/TDH issued instructions on visitations within long term care facilities. We are in the process of finalizing our plans to reopen for visitors based on their guidance.

Visitation:

1. You must call the receptionist and make a reservation. The phone number to call is 901-746-1800.
2. The receptionist will need the residents name, the visitor’s names and their emergency contact number (the best number to contact you regarding visit).
3. In order to assure that everyone has opportunity to visit with their loved ones, residents can have one visit (2 adults) per week and we must limit visits to 20 minutes.
4. Visitation Times are:
   1. Monday – Friday

9:00 – 9:20

9:30 – 9:50

10:00 – 10:20

10:30 – 10:50

11:00 – 11:20

11:30 – 11:50

1:00 – 1:20

1:30 – 1:50

2:00 – 2:20

2:30 – 2:50

3:00 – 3:20

3:30 – 3:50

1. Visitors must be 18+ years of age, 2 adults may visit at the same time
2. Mask must be worn during the entire visit
3. You must remain 6 feet from the resident
4. You must have a negative Covid-19 test performed within the 72 prior to the visit OR you can request one at Trezevant. Trezevant will conduct a rapid test and you can pay with a personal check. Let the receptionist know when making the appointment and arrive 20 minutes early to complete the paperwork and the test.
5. Visitation will occur inside in the lobby of Trezevant Terrace
6. Visitation will begin October 1st.
7. If there is a new positive COVID-19 case at Trezevant Terrace then visitation will be suspended for a minimum of 14 days.
8. If the positivity rate in Shelby County goes above 10% then the facility may change the visitation policy with notice to families. This will be via email and posted to the company website.
9. Thank you for your patience as we reopen our doors at Trezevant Terrace while at the same time keeping our resident and their safety at the forefront of every decision that we make. See you soon.

More information can be found at the TDH website: <https://d31hzlhk6di2h5.cloudfront.net/20200918/6b/7a/0b/a6/d7d8eb4e0ccb09818a88d202/FINAL_LTCF_Guidelines_9.17.20_Visitation.pdf>