



## + Resident Visitation FAQ

SEPTEMBER 18, 2020

### Why is a COVID-19 test required? And who requires it?

Currently, the Arizona Department of Health Services (ADHS) requires that all visitors of Assisted Living or Skilled Nursing Residents have a negative test result with a test collection date that is less than 48 hours old.

**Tests allowed:** PCR (nasal swab and saliva) and Antigen

**Test NOT allowed:** Antibody (blood test)

*NOTE: If the visitor already had the coronavirus and has fully recovered, then written proof of their positive test taken in past 90 days showing recovered is required with a test collection date at least 10 days old.*

### Do I have to take a COVID-19 test?

ADHS requires a COVID-19 test for indoor visits to help reduce the risk of transmission. Our visitors are not required to have a COVID-19 test if the scheduled visit is an outdoor visit.

### Where can I get a COVID-19 test that will give me results within 48 hours?

We have provided a list of testing sites at [www.LifeStreamLiving.com/visit-reservations](http://www.LifeStreamLiving.com/visit-reservations). While we cannot guarantee that results will be returned within 48 hours, we have heard many reports that the ASU Biodesign testing has had reasonably quick results for those who have tried it.

### Why do I have to make an appointment?

We want you to have a safe and healthy visit with your Family and Loved ones. Appointments allow for us to manage the inflow of our guests – and to prepare a clean and sanitized meeting place.

*NOTE: Appointments are only required for Residents that are living in Assisted Living or Skilled Nursing communities. Appointments for Independent Living Residents are not required – except – at our LifeStream at Thunderbird community.*

### Why are appointments limited to one hour?

We are so excited to be welcoming Families and Loved ones back for visits with our Residents. We want you to enjoy every minute together. The appointment times are limited to one hour to help reduce the risk of transmission.

### **Where do I make an appointment?**

Available appointment dates and times can be found on the LifeStream website: [www.LifeStreamLiving.com/visit-reservations](http://www.LifeStreamLiving.com/visit-reservations). You also can contact the community to assist you with booking an appointment.

### **Why are visits limited to 2 visitors and the Resident?**

We want to ensure that the meeting spaces (both indoor and outdoor) allow room for proper social distancing, which helps reduce the risk of transmission.

### **Do I have to wear a mask?**

For both outdoor and indoor visits at our communities, visitors and Residents must wear a mask at all times. ADHS requires that every visitor and Resident is wearing a mask at all times to help reduce the potential spread of this highly contagious virus. *Please note that masks with a vent or valve are not permitted.*

### **Why are visits limited to 1 per week/every 7 days?**

We have many Residents that are excited to see their Family now that they are able to come back. To help ensure as many Residents see their loved ones as soon as possible, we've simply asked that visits be limited to one per week.

### **Why is visitation postponed at my community?**

ADHS requires us to temporarily suspend visitation for a community if there is one-or-more COVID-19 cases in that community. The duration of the visitation postponement is 14 days from the date the positive case was reported. ADHS further requires that visits be suspended if we do not have sufficient staff or personal protective equipment (PPE) to support visitation. Visitation is postponed until such time as sufficient levels of staffing and/or PPE are restored.

###

*If you haven't already, consider signing up to be updated regularly on our most recent COVID-19 communications. You can subscribe to our email distribution list at: [www.LifeStreamLiving.com/covid-19-updates](http://www.LifeStreamLiving.com/covid-19-updates)*