

## **Econ Visitor Policy**

### **Frequently Asked Questions (FAQ)**

**1) Are walk-in visitors allowed?**

Visits are by appointments only. This is to allow the adequate safety precautions and planning for the resident to be at the visitation area.

**2) Why must I make an appointment to visit?**

As there are ongoing COVID-19 community spread risks, we are limiting the number of visitors per day according to MOH guidelines. This precaution is set for the safety of the vulnerable seniors in the nursing homes.

Strict safety and precautionary measures are in-place to support the visits. We need to prepare the visitation area and the resident. We are doing our best to minimise any potential risk, and to ensure that the quality of care to seniors is not compromised.

**3) Who is a designated visitor?**

During this period, each resident can only have two sponsor designated visitors. These are two persons that the sponsor has nominated. During this period, only these two people can visit the resident. If the sponsor is one of the designated visitors, he or she can nominate only another person as the second designated visitor. This is to limit the number of different person-in-community a resident is in contact with during this period. We seek your understanding that only designated visitors can visit.

**4) Can a resident receive two designated visitors a day?**

As mandated by MOH, a resident can only have one visitor a day.

**5) Why can't I secure a desired booking?**

As there is a limited number of appointments available each day, we ask for your patience to consider other days and timings to visit. We are putting the health and safety of the residents as our top priority and is ensuring that each visit is carried out safely. We ask for your understanding and patience especially during this period. Currently, you can book up to 7 days in advance.

**6) Why is visitation restricted to only 20 mins and only once a week?**

Many families are looking forward to reuniting physically with their loved ones in nursing homes. As such, in order to facilitate more families to have a chance to visit, we are limiting visits to 20 mins weekly.

**7) Why is visitation restricted to only 20 mins and not 30 mins like some other operators?**

We have arranged for two visits per hour, with about 10 mins of changeover and cleaning time to ensure that the visitation area is sanitised for each visit. This allows us to have four visits (20 mins + 10 min cleaning and changeover) across two hours (120 mins) safely. If we were to have 30 min visits, this will only allow us to have three visits (30

mins + 10 mins cleaning and changeover) in two hours (120 mins). Therefore, it's a reduction of four visits every two hours to three visits every two hours, if we have 30 mins visiting time instead of 20 mins. Thus we have kept visiting time to 20 mins in order to let more families have time with their loved ones.

In addition, MOH defines close contact as spending more than 20 minutes together. This is due to many findings revealing how longer physical dwelling time together increases the risk of catching infection from another person. Thus, for the safety of the residents, we are restricting visitation duration.

We ask for your patience and understanding as we gradually increase visitation hours.

**8) How long in advance can I book the appointment?**

You can book an appointment 7 days in advance. This is to allow more families with an opportunity to secure time with their loved ones.

**9) How many appointments can I book in a week?**

So that more families get to visit their loved ones, each resident will only be facilitated to be visited physically once a week. Please also consider booking a Whatsapp video call appointment by calling the nursing home.

**10) In the event that we can't reach the centre. Is there a specific number for us to call?**

We apologise for any inconveniences as we are facing a high volume of incoming calls. You may reach us at [wecare@econhealthcare.com](mailto:wecare@econhealthcare.com), and we will get back to you soonest possible.

**11) During this period, can I bring food for my loved one?**

During visitation, everyone needs to have their surgical masks-on and maintain safe distancing. As such, no food is to be consumed during visitation.

You may bring food for the resident. Our staff will ensure that the resident consume the food safely at the appropriate time.

**12) During this period, can I bring personal belongings for my loved one?**

Yes, you may bring personal belongings for your loved one. Please arrange an appropriate time with the centre.

**13) Can I accompany my loved one for his/her medical appointment?**

Yes, the nursing home staff will facilitate time with your loved one on days with external medical appointments.

**14) After accompanying the resident to a medical appointment, can I enter the nursing home with the resident?**

Unless you already have a visitation appointment booked at the same time, please do not enter the nursing home. We have to take sufficient planned precautions for anyone to enter.

**15) What happens if I am late for the appointment?**

You will have the remaining time up to the end of the booked 20 mins or when the next visitor arrives.

**16) What are your other precautionary measures to ensure that our loved ones are safe in your care?**

The following measures are in place:

- Before and after each visit session, visitation areas are disinfected.
- Visitors are restricted to designated visitation areas.
- If either visitor or resident is unwell, the planned visit will be rescheduled.
- High frequency of environmental cleaning for high touch areas including toilets and common areas such as dining area, lifts, handrails, doorknobs.
- Close monitoring of residents' temperature twice daily. Medical attention is sought immediately for residents with flu-like symptoms or fever.
- All staff measures their temperature twice daily. If found unwell, medical attention is sought immediately.
- All residents and resident-facing staff have been swabbed recently for COVID-19. Staff will continue to undergo strict movement control and regular testing.