



## Visitation: During Covid-19 Pandemic

Willow Springs Center (WSC) is pleased to announce that on Saturday 11.20.2021, WSC will be open for onsite visits again!

Visitation is an integral part of our therapeutic programming where families and our patients are able to reconnect, deepen and improve relationships with one another, practice growing DBT skills together, build understanding and acceptance with each other, and therapeutically to help with reintegration back into the community before patients discharge. Patients may have the opportunity to work on treatment goals, family therapy goals, or do therapy assignments together during visitation.

We will be beginning the transition to face to face visitation by first opening up our outpatient building during pre-scheduled times (listed below) beginning with our patients that are an "Om" Level (or Level 3) and above. These patients must meet criteria for outing status by being off all of their precautions prior to the visit.

All visitation must be scheduled at least 72 hours in advance (no exceptions), and reservations for allotted times will be made with the front desk receptionist.

All visits will be monitored by a member of our staff who will be available to assist with transitions to and from our inpatient building to our outpatient building, and be available for skill use if patients are having a difficult time.

Visitors are required to comply with our WSC Covid-19 Visitation Protocol in its entirety, including:

1. Screening checks:
  - a. All visitors who enter must complete temperature check and screening questionnaire based on guidance from the CDC. If anyone screened has a fever (100.4 and above) and/or any screening questions are yes, the individual will not be allowed to visit.
  - b. All individuals will be given a mask if they fail to bring one of their own. Masks are required to remain on the persons face, covering the nose and mouth at all times. Bandanas and neck huggers are not appropriate face coverings as they provide very limited source control and therefore are prohibited from use.
  - c. Remind all visitors to perform hand hygiene upon entering the facility.
2. Only one or two visitors are allowed per patient (must be on phone list and no one under 12 years old at this time)
3. Visits will occur only in assigned locations that allow for physical distancing.
4. Any visitor removing a mask will be asked to leave immediately.
5. **Visitation is limited and must be scheduled**, meaning no general visitation hours.
6. **No cell phones, iPad's, etc... allowed** in the visitation area.
7. **No food or drink** during visitation at this time.

Timeliness will be essential to the success of our visitation process and to maximize the benefits of your experience. Visitors are expected to check-in and get screened in the reception area of the inpatient building at 690 Edison Way, Reno, NV 89502 **15 minutes prior** to their schedule visit.

All visitation will take place next door to our WSC Outpatient Building located at **650 Edison Way, Reno, NV 8950**. Visitation will be in specific designated areas of this building.

Coming early is imperative and will allow our staff to gather patients, walking them over to the outpatient building for their scheduled time. **If you fail to arrive 15 minutes early, your scheduled visitation time will be forfeited**, rescheduling will only be available if there is space in one of the other times during that day. Visits will last approximately 45 minutes to allow patients time to transition to and from our inpatient building and for the WSC team to thoroughly disinfect the visiting areas for the next family.

Visiting Hours:

Wednesday 12pm-1pm

Saturday: 10:00am-2:00pm

Sunday: 10:00am-2:00pm

\*\*\*We will be having special visiting hours for Holidays and Family Day:

Thursday 11/25/2021 10:00am-1:00pm

Friday 11/26/2021 10:00am-1:00pm

Visits will need to be scheduled 72 hours in advance with our receptionist (M-F 8:30a-5:00p).

Please call 775-858-3303.

At this time, we have the capacity to offer only **one visit per week** (week = Sunday – Saturday) will be allowed while we adapt to these changes. However, this does mean if you travel to visit with your child, you would be able to schedule to see them on both Saturday (end of week) and Sunday (beginning of week) depending on visitation availability. Please note, if you book Saturday & Sunday, we would not be able to accommodate you visiting your child any other time the week of that Sunday.

We are so excited to be moving toward this level of re-opening, cautiously, but excitedly, in order to broaden our therapeutic work and deepen connections between patients and their families. The therapeutic value of face-to-face visitation is an integral part of our program that we have missed during this pandemic. We hope this moves us closer to full capacity.

Sincerely,



Andrew Herod, CEO  
And the Willow Springs Center Team

PS. Please stay tuned for further developments, as we're working on visitation protocols for our "Ox" (Level 2) patients at our inpatient building in a manner that will comply with CDC guidelines, and best practices currently in place. We will send out a notification with this information as soon as we are able.