

# **Nathaniel Witherell Information for Long-term Family Member Frequently Asked Questions**

## **Outdoor Family Visits**

Twenty-five minute outdoor visits are available for residents and their families by appointment. We are happy to schedule a visit with your loved one Monday through Friday by appointment with the Recreation Department. Please call 203-618-4205 or 203-618-4322 or email: carissa.ronish@witherell.org to schedule your family visit. Visits are held in the Rose Garden weather permitting.

All staff are assisting with resident transportation. Please keep in mind we are unable to exchange any items including, but not limited to food, clothing or electronic devices at these visits and there is a 2-visitor limit per resident visit.

## **Clothing Drop-Offs**

Family members may bring their loved ones clothing. Please read the schedule and guidelines below to ensure that clothing is delivered appropriately:

Monday and Tuesday

Floors: 3<sup>rd</sup> and 4<sup>th</sup> floors to Personal Laundry in back of the building near the Courtyard

Wednesday and Thursday

1<sup>st</sup> and 2<sup>nd</sup> floors to Personal Laundry in back of the building near the Courtyard

All clothing must be in a plastic bag with the resident's name and room number on the inside and outside of the bag. Please drop-off your laundry on your designated drop-off day, in the cart that will be placed under the breezeway and labeled by floor (e.g. 1<sup>st</sup> Floor, 2<sup>nd</sup> floor, 3<sup>rd</sup> floor, 4<sup>th</sup> floor).

For items that require dry cleaning, please use the following procedure:

- Call the Nurse Manager or Supervisor on your loved one's Nursing unit and arrange a date and time for the clothing to be picked up.
- Once the items have been dry cleaned, drop them off in the same designated area under the breezeway on your designated drop-off day.
- The items will be placed in a special bag for dry cleaned items only.

No clothing should be left at the front door and families can continue to mail in other items. **Please adhere to a limit of 5 outfits per resident.**

### **Deliveries: Mail and Packages**

Floral and other deliveries to residents from USPS, Amazon, FedEx and UPS are permitted at the present time. First class mail is also delivered to residents. All mail (letters and packages) are disinfected and quarantined for 48 hours prior to being delivered to the resident with the exception of floral deliveries.

### **Long-term Unit Recreation Activities**

Each morning Witherell's Recreation department composes and distributes daily "tidbits" of trivia to all residents. Room visits are provided for emotional/social support and a general check in. Each day two in-house Recreation therapists stroll throughout the building providing music therapy and sing along favorites to residents, always taking special song requests! During music entertainment residents enjoy ice cream, cookies fresh from our portable oven, or popcorn from our mobile popcorn cart while adhering to any diet restrictions. Residents try their competition at a modified version of mini golf and balloon volley. Hallway bingo games take place on the unit and continue to be one of our more popular activities. Residents have the opportunity to spend their winnings on the traveling gift shop cart.

Recreation staff conduct a variety of programs including group crossword puzzles, read aloud trivia, and word games. Staff bring residents outdoors to the courtyard daily for fresh air and 1:1 support. All activities are facilitated with facemasks, social distancing, and fastidious attention to infection control. Recreation continues to conduct daily FaceTime and Zoom calls to keep residents connected to their loved ones. Our first priority is to keep your loved ones safe, engaged and spirits high in these uncertain times.

### **Spiritual Care**

Greenwich Chaplaincy and Volunteer Services has organized a weekly Rosary group and Protestant Service in the courtyard while practicing social distancing.