



# ERCC

ELKINS REHABILITATION  
& CARE CENTER  
*Complete Compassionate Care*

1175 Beverly Pike • Elkins, WV 26241 • 304.636.1391 • Fax 304.636.1371 • [www.ercb.biz](http://www.ercb.biz)

## VISITATION GUIDELINES

EFFECTIVE THURSDAY, SEPTEMBER 9, 2021  
BASED ON CMS, OHFLAC, AND GOVERNOR'S GUIDELINES

1. Visitation will be scheduled by the Activities Director. (Donna Jones, 304.636.1391, Ext. 240)
2. All in-person visitation, both indoor and outdoor, is still suspended until further notice. Window visits and compassionate care visits will continue.
3. Times for window visitation are 9am to 11am, 1pm to 3pm, and 6pm to 8pm.
4. Visitation may occur as often as the schedule allows; a resident may have multiple visits per week if the schedule allows.
5. Types of Visits:
  - a. Telephone Call
    - Does not require any scheduling or screening
    - May occur at all hours of the day
  - b. Virtual Visitation
    - Does not require any scheduling or screening; these visits may occur at any time by telephone or iPad through FaceTime or Skype.
      - Intermediate (non-Rehab) Resident – Use [Tech1@ercb.biz](mailto:Tech1@ercb.biz)
      - Rehab Unit Resident – Use [Tech2@ercb.biz](mailto:Tech2@ercb.biz)
  - c. Window Visitation
    - Requires scheduling and screening
    - Visitation time limited to 45 minutes maximum
  - d. Indoor Visitation in Designated Area
    - Suspended until further notice
  - e. In-Room Visitation for Compassionate Care Only
    - Decided on a case by case basis
    - Visitor must first speak with a member of the Infection Control Team (304.636.1391)
    - Scheduling (if possible) and screening are required
    - Visitation has no set time limit restrictions
    - Examples
      - Resident in the active dying process
      - Resident reporting feeling depressed or anxious
  - f. Outdoor Visitation (weather permitting)
    - Suspended until further notice

**For more COVID-19 response updates,  
visit our website at [www.ercb.biz](http://www.ercb.biz)**