



## Connection Booths - Frequently Asked Questions

### **Why are we offering Connection Booths?**

Since we are not permitted to reopen Village Center to non-essential visitors yet, Messiah Lifeways continues to work on creative ways to keep you and your loved one connected through this challenging time. We recognize that video and phone calls are not the same as seeing your loved one in person, so, while not fully the same, it is the closest thing to an in-person visit we can safely offer at this time.

### **What is a Connection Booth?**

Connection Booths are designed to allow you to visit safely in person with your loved one through a plexiglass structure. Speakers and microphones have been hooked up to help you hear one another. We have created two - one in at the Bailey Street entrance for Enhanced Living Residents and one near the Chapel entrance for Nursing residents. Each booth is being sanitized between visits.

### **Can I continue to visit through video chats?**

Yes, if you've been visiting through virtual calls, we will continue to help you connect in this way. If you would rather visit using our new Connection Booth option, we are now able to accommodate requests to be added to this schedule. Please note that these visits would take the place of a weekly video call, as we do not have the capacity to do both types of visits for each resident.

### **When can I start requesting Connection Booth appointments?**

We are now accepting Connection Booth appointment requests. We will work with you to be added to the schedule for a date or ongoing appointment within the next few weeks.

### **What should I know before I visit?**

- Visits will be limited to 15 minutes in length, one time per week
- Only 2 visitors at a time will be permitted in the building
- All visitors must be over the age of 12.
- Do NOT visit if you are feeling ill, have a fever, or are showing any signs of respiratory illness.
- Plan to arrive early for your scheduled appointment, and stop at the Village Center main entrance to be screened for COVID-19 symptoms and exposure risks before proceeding around the exterior of the building to your appointment.
  - You may pull up in your car right in front of the entrance to be screened, and then drive around the building to either the Chapel or Bailey Street entrance for your appointment
- When you arrive at the connection booth door, a team member will let you in and make sure that you were already screened.
- Please wear a mask at all times other than when seated directly in front of the booth, and use the hand sanitizer provided as you enter the building.
- If you choose to bring a delivery at this time, do not bring re-packaged or handmade items.

### **Who should I contact to schedule my visit?**

Please contact the social worker in your loved one's neighborhood:

- Enhanced Living (Personal Care)
  - Hopewell & Laurel Main
    - Scott Barker: 717.591.5580 | [sbarker@messiahlifeways.org](mailto:sbarker@messiahlifeways.org)
  - Nittany 1st floor & Laurel Upper
    - Jennifer Potemra -- 717.591.7219 | [jpotemra@messiahlifeways.org](mailto:jpotemra@messiahlifeways.org)
  - Nittany 2nd & 3rd floor
    - Caryn Tyrrell -- 717.591.7208 | [ctyrrell@messiahlifeways.org](mailto:ctyrrell@messiahlifeways.org)
- Skilled Nursing
  - Greenwood, Engle, Manchester, & Wagner
    - Michelle Aungst -- 717-591-7200 ext. 6429 | [maungst@messiahlifeways.org](mailto:maungst@messiahlifeways.org)
  - Donegal & Asper
    - Maddie Lowery -- 717-591-7200 ext. 6495 | [mlowery@messiahlifeways.org](mailto:mlowery@messiahlifeways.org)