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September 15, 2020

Dear Residents, Families & Friends,

We know how excited both the residents and families are to be able to see their loved ones and we are working hard to make that happen. Our stance at Solaris is to continue to follow CDC, DOH, CMS recommendations on the Governors Emergency Order DEM 20-009 revision to visitation restrictions for entering long term care centers. The policy and procedures of the revised measures are lengthy to continue to protect the health and safety of both our residents and staff. As we continue to navigate through these new measures, please understand that all skilled nursing facilities (SNF) may not be at the same place in meeting the visitation requirements. What this means is that one SNF may be able to have visitors and others may not.

The center must meet the following criteria to allow visitation.

\*Other than in a dedicated wing or unit that accepts COVID-19 cases from the community, the center must have no new facility-onset of RESIDENT AND/OR STAFF COVID-19 cases in the previous 14 days. At any time if 1 staff or 1 resident test positive it is considered an outbreak and the visitation appointment ceases. The center will test all residents and staff every 3-7 days until no new cases are identified. If the center meets the stated criteria, then the following procedures will be followed so that they can accept visitors:

Meet screening criteria, receive infection control training, sign in & out of center, use face masks, personal protective equipment & social distancing with both patient and staff, visits are by appointment only and limited number of visitors, sign consent noting understanding of facility's visitation and infection control policies, be 18 years or older, stay in designated visiting areas, notify center if symptoms develop within 14 days of visiting loved ones. Residents or POA can designate up to 5 guests however, only 2 can visit at one time.

To date we have 3 team members who tested positive and therefore we are not permitted to allow visitors at this time. However, I have included our proposed appointment times for your review once we are able to start visitations. We have several designated visiting areas that will be available. Visitors will come to the front door and receptionist will start the screening process outside. Please do not come into center until all info has been cleared for visit. We have scheduled 15-minute visits and time in between visits to properly sanitize before next guest arrives. General visitation does not allow for physical contact per Governors Emergency Order. Staff will be monitoring visits due to guidelines of confirming visitors are following proper protocols. The following times will be available for supervised appointments:

MON/WED/FRI/SAT 10-10:15, 10:45-11:00, 11:30-11:45, 3:45-4, & 4:30-4:45  
MON/WED 5:15-5:30, 6-6:15 & 6:45-7



As we get closer to opening to visitors, we will notify you again at that time and we will start scheduling visits. We will start off with these days and times and adjust as needed. Visits will be limited to one appointment per week to allow all patients the opportunity to have visitors. I am including video links and CDC flyers that you can review prior to visitation beginning.

The following are links for your review on Coronavirus:

<https://www.cdc.gov/coronavirus/2019-ncov/videos/stop-spread/COVID19-Stop-the-Spread-of-Germs.wmv>

<https://www.cdc.gov/video/socialmedia/symptoms-2.mp4>

[https://www.cdc.gov/wcms/video/low-res/coronavirus/2020/1533015330wash\\_hands.mp4](https://www.cdc.gov/wcms/video/low-res/coronavirus/2020/1533015330wash_hands.mp4)

<https://www.cdc.gov/wcms/video/low-res/coronavirus/2020/23942394socialDistance.mp4>

<https://www.youtube.com/watch?v=H4jQUBAIBrl>

Attached are CDC flyers on Coronavirus for your review.

Please take this time to review the videos and flyers prior to visit. This will expedite the screening process. There are other documents that will need to be signed and all visitors will be screened by confirming you have no signs and symptoms, been exposed to someone with Covid, temperature taken etc... We have also attached the acknowledgement of receiving the infection control education to be signed. Please bring signed copy with you for the first visit or mail to the center.

As always, please know that by the time you receive this letter recommendations and procedures regarding visitation and testing may have changed. As we have learned through this process, we must remain flexible to the changes and willing to adapt to the new recommendations regarding this virus. Please do not hesitate to call if you have any questions regarding the new guidelines we will be following. Stay well!

Sincerely,

Tricia Delrio, NHA  
Administrator