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November 5, 2020

Dear Residents, Family, Friends, and Staff:

I am writing today to provide an update on our COVID-19 status in the facility and provide some additional information in regards to the requirements related to visitation. We currently have no residents or staff that are positive for COVID-19. As the positivity rate in Osceola County appears to be on the rise, we want to assure you that we are taking many precautions to protect our residents and staff and keep them COVID-19 free, however, we all must do our part to keep our residents safe. As always, you can view our real-time COVID-19 statistics daily by visiting our website at: <http://solarishealthcare.org/locations/Osceola/> which is updated daily because we are committed to keeping you informed.

We have had various questions regarding our visitation processes and the steps we are taking to comply with the Governor's order, which is currently in line with CMS and CDC recommendations. On November 4, 2020, Governor DeSantis issued a "Frequently Asked Questions" document to provide clarification on visitation for Nursing Homes. We are providing you with a copy for your information, and the document can be viewed at [https://ahca.myflorida.com/docs/Visitation\\_FAQs\\_11-4-20.pdf](https://ahca.myflorida.com/docs/Visitation_FAQs_11-4-20.pdf). The Governor's order, with this clarifying document, provides guidance and requirements for all Nursing Homes. At Solaris Healthcare Osceola, we are "Doing What's Right" and what is required to protect your loved ones, our staff, and you, as a visitor.

Our current policy in regards to visitation is as follows, in order to ensure fairness to all residents and families:

#### General Visits

- General visits must be scheduled in advance with the Activity Department and Compassionate visits must be scheduled with the Unit Manager where your loved one resides.
- General visits are not permitted to have physical contact and require social distancing and face mask compliance.
- General visitors must bring, and wear, a surgical mask during the entire duration of the visit. There is a limit to no more than 3 general visitors at a time outside the facility. When permitted, there is a limit to no more than 2 general visitors at a time inside the facility.

#### Compassionate Visits

- Compassionate visitors must bring, and wear minimally, a surgical mask, face shield, and isolation gown. If contact with a resident is to occur, disposable gloves must be worn.
- Compassionate visitors are limited to 1 visitor at a time, with a limit of 2 persons per visit.



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New residents and visitors will be provided education on infection control and prevention measures.

We, at Solaris Healthcare Osceola, are committed to “Doing What’s Right” by keeping you informed, ensuring facility compliance with the Governor’s order, and ensuring the safety of all. We ask for your patience and understanding as we work diligently to ensure all residents are able to have visitors, while keeping them, and the community safe.

Please don’t hesitate to reach out to myself, your Angel, or our Director of Nursing directly with any questions you may have.

Sincerely,

Charlene Bedor, Administrator