



September 25, 2020

Dear Residents, Families and Friends,

We want to extend our sincere gratitude for your patience and understanding as we have had to enforce the restricted visitation guidelines due to the COVID19 pandemic. As we continue to move forward with new visitation guidelines you may have been receiving phone calls to inform you of the details of the visits. As our regulators continue to gather information please know that the way the visits happen, how they are conducted etc...may change and we will make adjustments and changes as needed to best meet the needs and safety of our residents and staff.

The center must meet the following criteria to allow general 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 one staff or one resident test positive it is considered an outbreak and general visitation immediately ceases. Subsequently, 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 for general visitation.

General visitors must:

- *Be eighteen (18) years of age or older
- *Meet screening criteria and sign in and out of the center
- *Wear a surgical face mask and perform proper hand hygiene upon entry/exit
- *Visit in an indoor or outdoor designated area
- *Maintain social distance of at least six (6) feet with staff and residents
- *Sign a consent form noting understanding of the facility's visitation and infection prevention and control policies
- *Immediately notify the center if symptoms develop within 14 days of visiting a loved one
- *Arrive 10-15 min early to go thru screening and training

Residents or POA can designate up to 5 general visitors; however, only 2 can visit at one time and general visitation does not allow for physical contact per the emergency order. In certain circumstances family members can be named an essential or compassionate visitor.

This will be handled on a case by case basis with the Social Work Team. The scheduled visits will occur outside under an awning, Dining room or Activity room. General visits will be offered for 30 minutes Monday-Saturday between the hours of 10-4 and Monday and Wednesday 5-7 PM. Please be on time and understand that visits need to remain on time due to the need to disinfect area to prepare for the next guests. Please contact the front desk to schedule your visit. We ask that you understand we will be limiting visits to once per week to allow all our residents the opportunity to see their loved ones.

At this time, the center will continue to test staff weekly regardless of county positivity rates or outbreaks to continue to safeguard our residents and staff. We look forward to welcoming back our visitors and cannot wait to see the smiles it brings to our resident's faces! As always, please be flexible as we try to accommodate the needs of everyone and understand that we may need to make changes along the way. The new visitation requires extra monitoring, documenting, and sanitizing procedures. We are happy to answer any questions you may have about visitations. Please call 239-591-4800.

Sincerely,

Jamie Weis-Jones, Administrator