

Communities at Indian Haven
October 23, 2020

Dear Friends, Families, Residents and Caregivers,

We are proud that you entrust us with caring for your loved ones. We are committed to the safety and respect for those who rely on us most, and we are following federal and state health department guidelines that ensure the well-being of all residents, families and staff regarding visitations during the COVID-19 pandemic.

In keeping up with the challenges, we are enacting the most recent Centers for Medicare & Medicaid Services (CMS) guidelines regarding visitation. We plan to offer a variety of structured, pre-scheduled, time-limited options for you to visit your loved one. The options include:

- Outdoor visits (preferred)
- Window visits
- Virtual visits
- Indoor visits, in a designated location
- In-room visits

We appreciate your patience and understanding as we prepare to increase your ability to safely visit your loved ones. Except for on-going use of virtual visits, we may restrict visitation due to the COVID-19 county positivity rate, the facility's COVID-19 status, a resident's COVID-19 status, visitor symptoms, lack of adherence to proper infection control practices, or other relevant factors related to the COVID-19. Unfortunately, at this time we are experiencing an outbreak and continuing weekly testing of Residents and Staff. The facility must experience NO positive Covid tests for a full two weeks to allow visitation. Several exceptions listed below are for Compassionate Caregivers and End of Life Visits. Please contact us with questions at 724-465-3900.

In addition, during your visit, you will be required to adhere to the Centers for Disease Control (CDC) safety precautions:

- Screening of all who enter the facility for signs and symptoms of COVID-19 (temperature checks, questions or observations about signs or symptoms), and denial of entry of those with signs or symptoms
- Hand hygiene (use of alcohol-based hand rub is preferred)
- Face covering or mask (covering mouth and nose)
- Social distancing at least six feet between persons
- Instructional signage throughout the facility and proper visitor education on COVID-19 signs and symptoms, infection control precautions, other applicable facility practices (use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
- Cleaning and disinfecting high frequency touched surfaces in the facility often, and designated visitation areas after each visit
- Appropriate staff use of Personal Protective Equipment (PPE)
- Effective cohorting of residents (separate areas dedicated COVID-19 care)
- Resident and staff testing conducted as required, based on federal and state guidelines

In the event the guidelines are not followed or unable to be met, visitation will be restricted. As opportunities for in-facility visitation increase, so does the risk to our residents and staff. In addition to the above core principles, the facility will:

- Schedule all visits
- Limit the total number of visitors allowed in the facility at one time
- Provide education on visitor expectations while in the facility
- Monitor compliance during the visit
- Request visitors to leave in the event they are unable to follow safety guidelines.

In order to facilitate visitation, we will use the COVID-19 county positivity rate, located on the [CDC COVID-19 Nursing Home Data website](#):

- Low (<5%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)
- Medium (5% – 10%) = Visitation should occur according to the core principles of COVID-19 infection prevention and facility policies (beyond compassionate care visits)
- High (>10%) = Visitation should only occur for compassionate care situations according to the core principles of COVID-19 infection prevention and facility policies
- Exceptions to this standard include CMS and the DOH compassionate care and end-of-life visits that can be scheduled outside of the limits of the county positivity rate. Both situations have specific criteria and requirements to allow these exceptions.

Compassionate care can be provided by family or others, such as clergy that can meet the resident needs.

Examples include, but are not limited to:

- A resident, who was living with their family before recently being admitted to a nursing home, is struggling with the change in environment and lack of physical family support.
- A resident who is grieving after a friend or family member recently passed away.
- A resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.
- A resident, who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently (when the resident had rarely cried in the past).

Since the outset of this pandemic, our primary goal is to protect our staff and residents by not introducing COVID-19 from the outside. As we facilitate visitations, there will be circumstances in which visitors will be required to submit evidence of negative testing within seven days of their initial in-facility visit and complete ongoing testing based on the staff testing frequency.

These cautionary practices are in place for the protection of you and your loved ones. We will maintain frequent communication to keep you updated with changes in visitation or any new restrictions. We thank you for your continued support through the COVID-19 pandemic. Our main goal remains to provide high-quality care and to keep your loved ones safe.

Kimberly Cobaugh RN, C. Administrator