



October 15, 2021

Dear friends and families,

Visitors are asked to please respect our policies and our front liners who have sacrificed much and have worked hard throughout this pandemic to better serve our residents.

Because we take very seriously our responsibility for your loved one's safety and well-being, we ask your cooperation during visitation.

As of today, we are still doing window visits and using face time. We are hopeful that within the next week we will be lifting the restrictions.

Please note that we will reinforce expectations on visitors when entering our building.

- 1) Screening of all who enter the facility for signs and symptoms of COVID-19 to include:
 - Temperature checks,
 - Questions about and observations about signs or symptoms
 - Recent exposure to COVID-19
 - Denial of entry of those with signs or symptoms or those who have had close contact with someone with COVID-19 infection in the prior 14 days (regardless of the visitor's vaccination status)
- 2) Practice hand hygiene (use of alcohol-based hand rub is preferred)
- 3) Wear well-fitting face covering or mask (covering mouth and nose)

Visitors who are not able to wear source control should be encouraged to use alternatives to on-site visits with patients (e.g., telephone or internet communication), particularly if the patient is at increased risk for severe illness from SARS-CoV-2 infection.

- 4) Practice Social distancing at least six feet between persons during all visitation and with other residents and staff members

Limit visitation to only your loved one.

Your cooperation and partnership in maintaining a safe environment for you, your loved one and our staff is appreciated. Visitors that are not able to adhere to the infection control requirements during visitation will be requested to leave.

We are following guidance from [\(CDC\)](#), [Department of Health \(DOH\)](#) and [CMS](#) as well as the latest [COVID-19 infection control guidance](#) with relation to its impact on our residents and visitors. We appreciate your understanding and cooperation with our masking and social distancing protocols for our facility. Our utmost priority is to protect the residents and staff and their families.

We are also thankful that a great percentage of our residents, their families and our staff have received the vaccine. COVID boosters and flu shots are recommended as well for your safety and your loved ones. We are working with our pharmacy partners to schedule vaccination clinics to administer booster shots to residents that meet the above criteria. We will keep you informed when clinics are scheduled.

Vaccinations curb the spread of the variant and are a matter of safety as well as compliance with the federal government's mandated vaccines for health care workers at Medicare and Medicaid facilities. The pandemic has taken a toll on healthcare workers. We are grateful to all who have worked diligently to make our residents' lives better.

For information about vaccination rates at nursing homes, please refer to CMS's Care Compare site through [Medicare.gov](https://www.medicare.gov). Learn about [vaccines near you](#) and the [CDC's fact sheet](#).

As of today, 95% of our residents are vaccinated; 85% of our staff are fully vaccinated and 96% of our staff have had at least one dose.

Learn more about vaccine facts vs. myths with a downloadable PDF, blog and video blog, which are linked from our website's COVID-19 page. Visitations are monitored and controlled based on the [CDC's county view data tracker](#).

Our Facility's Resident Impact (since the federal government issued reporting requirements on May 8, 2020, through October 15, 2021):

Number of cases	
18	ADMISSIONS: Residents admitted or readmitted who were previously hospitalized and treated for COVID-19
0	CONFIRMED: Residents with new laboratory positive COVID-19
0	SUSPECTED: Residents with new suspected COVID-19
76	TOTAL DEATHS: Residents who died in the facility or another location
29	COVID-19 DEATHS: Residents with suspected or laboratory positive COVID-19 who died in the facility or another location.

As always, we appreciate that you entrust us with the care of your loved ones. If you have any questions, we are always available for you. Thank you again.

Sincerely,

Kimberly Chi RN NHA
Communities at Indian Haven