



To Our Residents and Family Members at our Florida Centers:

Governor Ron DeSantis on September 1st, eased visitation restrictions that had been in place to protect long-term care residents from COVID-19. Thank you for your patience and understanding as we implement measures to safely reopen amid the continuing challenge of COVID-19. We understand how important it is to be able to visit with your loved ones and appreciate your patience as we put in place procedures to meet state requirements and protect the safety and well-being of residents and associates.

We ask our residents and all visitors to please continue to help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands with and hugging any individual. If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please do not enter the building.

There are three avenues for visitation as we work to open our centers:

- 1. Compassionate Care Visits (can happen now on a case by case basis)**
- 2. Outside Visitation (in process of policy development and determining center eligibility)**
- 3. Inside Visitation (in process of policy development and determining center eligibility)**

COMPASSIONATE CARE VISITATION:

Compassionate Care Visits can occur outside (weather permitting) more readily regardless of COVID in the center for patients who are not active COVID or on isolation due to symptoms or potential exposure. If you feel there is a compassionate care visitation need, please contact the center to discuss and schedule the visit. All visitors must pass a COVID screen and sign the visitor waiver prior to the visit.

OUTDOOR VISITATION:

Controlled visitation outside of the center will be allowed as long as stringent efforts are made to decrease likelihood of infection spread, weather permitting. Once the center is COVID Free for at least 14 days (staff or patients), **indoor** visitation can be accommodated. All visitors must pass a COVID screen and sign the visitor waiver prior to the visit.

Spaces can be created outside of the center to allow for controlled, monitored visits to connect residents with their families. These spaces can be created in outside courtyards, patios, lawns, or parking lots. Visits must be scheduled and spaces must be thoroughly cleaned and disinfected between each visitation session. Visits will be limited to two (2) visitors at a time and in twenty (20) minute time slots.

The following actions must be followed to allow for outdoor visitation:

- All visitors will need to pass the Center's screening process and complete the written documentation requested by the center upon entry.
- All visitors must wear a cloth face covering or face mask and perform hand hygiene with alcohol-based hand sanitizer immediately prior to the start of the visitation.

3. All visitors must maintain social distancing at all times, both from the resident and our staff members – while we understand the desire to touch and hug your family member, for their safety that is simply not allowed at this time.
4. Residents must wear a cloth face covering, perform hand hygiene, and maintain social distancing.
5. The Center retains the right to immediately end the visit if any of the visitation guidelines are violated.

INDOOR VISITATION:

We are working to implement policies to comply with the Emergency Order's restrictions so you can visit with loved ones as safely as possible. These are highlighted in the appropriate sections below. All visitors must pass a COVID screen and sign the visitor waiver prior to the visit.

Centers with positive patients and/or staff:

The Governor has lifted the mandate for no visitation in the centers per his press conference on 9/1/2020, but the order includes specific criteria. The Emergency Order requires all visitors to wear personal protective equipment (PPE) pursuant to the most recent CDC guidelines, and those not making physical contact still must wear a mask. Per the Emergency Order, to accept general visitors, the facility must meet the following requirements:

1. No new facility-onset of resident COVID-19 cases within 14 days other than in a dedicated wing or unit that accepts COVID-19 cases from the community;
2. If a staff member tests positive for COVID-19, the facility must immediately cease all indoor and outdoor visitation in the event that staff person was in the facility in the 10 days prior to the positive test;
3. Sufficient staff to support management of visitors;
4. Adequate PPE for facility staff;
5. Adequate cleaning and disinfecting supplies; and
6. Adequate capacity at referral hospitals for the facility.

Centers who have had positive staff and/or positive patients within the last 14 days cannot allow visitors at this time. Once the applicable criteria are met, the center will alert you as to the timing and the process to safely allow visitation inside the center. Once this type of visitation is allowed, visits can be scheduled by contacting the center directly.

Centers without positive patients and/or staff or at least 14 days:

The Governor has lifted the mandate for no visitation in the centers per his press conference on 9/1/2020, but his order includes specific criteria. The Emergency Order requires all visitors to wear personal protective equipment (PPE) pursuant to the most recent CDC guidelines, and those not making physical contact still must wear a mask. Per the Emergency Order, to accept general visitors, the facility must meet the following requirements:

1. No new facility-onset of resident COVID-19 cases within 14 days (other than in a dedicated wing or unit that accepts COVID-19 cases from the community);
2. If a staff member tests positive for COVID-19, the facility must immediately cease all indoor and outdoor visitation in the event that staff person was in the facility in the 10 days prior to the positive test;
3. Sufficient staff to support management of visitors;
4. Adequate PPE for facility staff;
5. Adequate cleaning and disinfecting supplies; and
6. Adequate capacity at referral hospitals for the facility.

In accordance with these guidelines, the center is implementing procedures for inside visitation. In the interim, the center is able to provide for limited outdoor visitation. If you are interested in an outdoor visit, please note the additional guidelines. If you are comfortable with such procedures, please reach out to the building to schedule a visitation appointment. Once indoor visitation is permitted, the center will make that information available. Please remember that, while we know how much our residents want to spend time with their families, their health and safety is paramount to every decision that we make. Once this type of visitation is allowed, visits can be scheduled by contacting the center directly.