



Update Effective March 24, 2020

We want to thank you for your patience, cooperation and understanding during these difficult times. Protecting those that reside with us is our highest priority. The Protect in Place concept that we have utilized for the residents is now being utilized for the whole community as instructed by the Governor. It reminds us that we are all in this together.

We are in constant contact with our local, state and federal governments. Information is flowing freely and we are making adjustments to our clinical protocols as needed as new updates come.

As of the posting of this memo, we have not had any staff or residents test positive for COVID-19. We are continuously evaluating our staff, as well as our residents, for symptoms and will take appropriate action as needed. We want to assure you we are being vigilant during this difficult time.

If you have any specific questions, please feel free to contact the hotline we have established. The phone number is 513-605-2898. Thank you again for your patience during this time.

Update Effective March 12, 2020

Additional guidance is coming to us frequently regarding Coronavirus. As a result of a Joint Director's Order from the Governor's office, we have updated protocol regarding the visitation policies.

Visitation is now only permitted in very limited circumstances. If a circumstance meets the criteria, the visitor will have to be screened to visit. A visitor will not be permitted into the building if they cannot pass the screening criteria. Please see the initial letter below for the screening criteria.

In addition, we are now required to take a temperature reading of any visitor prior to entering the building and copy the visitor's Driver's License or State Identification. The temperature reading must be less than 100.4 degrees to enter the facility.

Update Effective March 11, 2020

This is our updated Coronavirus protocol effective today in accordance with the revised CDC/CMS guidance.

No standard visitation will be permitted as of today. Visitation will be limited to very specific and special circumstances such as end of life or when a clinician determines it is essential for the resident.

The Centers for Medicare and Medicaid Services (CMS) issued a memo that provides examples of how facilities are to limit visitation.

Limiting: *For facilities that are in counties, or counties adjacent to other counties where a COVID-19 case has occurred, we recommend **limiting** visitation (except in certain situations as indicated above). For example, a daughter who visits her mother every Monday, would cease these visits, and limit her visits to only those situations when her mom has a significant issue. Also, during the visit, the daughter would limit her contact with her mother and only meet with her in her room or a place the facility has specifically dedicated for visits.*

If a circumstance meets the exception criteria, the visitor will have to be screened to visit. A visitor will not be permitted into the building if they cannot pass the screening criteria. Please see the initial letter below for the screening criteria and the hotline we have set up for questions.

Once again, thank you for your cooperation and understanding during these difficult times.

Original Letter Effective March 10, 2020

To our Trusted Friends, Families and Partners:

Due to concerns related to the potential outbreak of the Coronavirus and Influenza A, Facility Infection Control Measures have been activated to limit and/or restrict visitation to the facility. These Infection Control Measures have been implemented out of an abundance of caution related to the transmission of the virus.

These measures were activated at the recommendation of the Centers for Disease Control (CDC). CDC and CMS Guidelines state Facilities should *actively screen and restrict visitation by those who meet the following criteria:*

1. Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
2. In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
3. International travel within the last 14 days, including cruise ships.
4. Residing in a community where community-based spread of COVID-19 is occurring.

For the benefit of our patients and residents, we ask that you do not visit if you say yes to any of the above criteria. In addition, all visitation to the facility will be limited to the main entrance. A facility representative will be at the entrance of each facility screening all visitors. Screening hours are from 8am to 6pm Monday thru Friday and 10am to 2pm on the weekends. Once screened you may stay for regular visitation.

We have established a special phone number, 513-605-2898, for you to leave a voicemail with questions. A facility representative will get back with you as soon as possible.

The Health Care Management Group Director of Clinical Services was invited to participate with the Governor of Ohio's Coronavirus Task Force and is receiving regular updates. In addition, we are in constant collaboration with the Ohio Department of Health, the Kentucky Cabinet for Health and Family Services and our local Health Departments. All of these entities are utilizing the CDC as the source for their information and we are doing the same. We are checking the CDC website multiple times per day to determine if any new guidance has been posted.

If you are restricted from visitation, we recommend utilizing other types of communication, such as the telephone and video conferencing applications Facetime or Google Hangout.

We deeply appreciate your cooperation with these guidelines. Preventing the spread of this virus is of paramount importance to our residents.

Shane Craycraft
Director of Clinical Services
HealthCare Management Group