



Date: 6/1/2020

Dear Family Member/ Friend:

Governor DeWine announced Friday, a plan to lift restrictions on visitation in Residential Care in Ohio. Beginning June 8, 2020, properly prepared facilities, and intermediate care facilities for individuals with developmental disabilities can begin to allow outdoor visitation.

***What can I do to help prevent the spread of COVID-19 to my loved one and other residents while visiting?***

Wear a face mask or face covering, wash your hands before you visit and sanitize your hands as you enter the visitation area, try not to touch your face. Refrain from touching your family member or friend while visiting. If you /family/Friend feel sick prior to visiting understand the importance of rescheduling your visitation time.

COVID-19, or coronavirus disease 2019, is respiratory disease. Symptoms, which generally appear two to 14 days after exposure, include cough or shortness of breath/difficulty breathing. These symptoms range from mild to severe; however, some people with COVID-19 have no symptoms which is why it so important to wear a mask while visitation is taking place. It is important to fully respond to all the screening questions you are asked in terms of symptoms or contact with individuals either with active COVID-19 or who have been exposed to COVID-19.

COVID-19 is believed to spread mainly from person-to-person, between people who are in close contact (within about 6 feet) with one another and through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

Older adults may show very different signs and symptoms, such as lethargy, disorientation and general fatigue. Older adults, people with chronic health conditions, and people with compromised immune systems are more likely to become more severely ill which is why all recommendations should be followed during visitation with your loved one.

This time has been difficult for everyone involved. You, as Family members/Friends have done an amazing job helping our community keep your loved one safe. We understand and appreciate your role in this as well. We ask that you continue to work with us as we move into this new and exciting phase of visitation. We want to remind you that in some cases your loved one may not respond as you expected when you are first visiting. It may take a little time for them to "get used to you again". Being positive, reassuring and loving should be the order of the day.

We look forward to the beginning stage of this reopening for both you and your loved one. We are here to assist in any way possible during this transition and appreciate your efforts to continue to keep your loved one safe and healthy.

Sincerely,

Wayne Bucher

- **Parkcliffe's outdoor visitation:** These protocols have been initiated to maintain the safety of residents, visitors, and staff; through the Ohio Department of Health and Director of Health. They are subject to change pending new updates from the departments we are licensed under. Below are the guidelines Parkcliffe and visitors must adhere to.
- **Visitation:** will be for adults 18 years and older Monday – Friday from 10:00 am to 3:30 pm through a scheduled appointment only. We are limited to a half hour time frame and two visitors per resident at one time.
  - Toledo campus please call 419-381-9447
  - Northwood campus please call 419-698-3822
- **Face coverings:** Visitors are required to wear a facemask or cloth face covering prior to and for the duration of the visit.
- **Screening:** All visitors will be screened; temperature taken and sign in upon arrival.
  - **Toledo campus** Clubhouse (Building 2) front door
  - Northwood campus Building 2 rear door foyer
- Outdoor visitation will take place on the front porches of all buildings.
  - Visitors, Residents, and staff must maintain a social distancing of 6 feet apart.
  - Surfaces in the visitation area will be sanitized according to CDC guidelines between visits.
  - Parkcliffe will provide hand sanitizer for use before and after the visit. Staff will maintain the station at the entrance of the visitation area. All residents will sanitize their hands prior to building re-entry.

**Upon arrival:** Visitors should arrive promptly and remain in their car if early until appointed time and respect visit time limits. Residents and visitors should remain in the visit area for the duration of their visit. Visits will be scheduled ahead of time to ensure safe space and adequate staffing and will be time limited with the number of visitors at any one time

**Supervision & monitoring:** Parkcliffe staff will provide oversight as needed, ensuring visitors' temperatures, screening and contact information are taken and that they have sanitized their hands and they are wearing facemasks. They should oversee any required cleaning and disinfecting of visitor areas, ensure residents' hands are sanitized prior to building re-entry and promote social distancing, during visits to protect the safety of other residents.

**Gifts/items:** No food/beverage/tobacco shall be permitted during visitation. All items brought from home for a resident must follow the Parkcliffe's policy for allowable items, including location of drop off, typical procedures for deliveries.