



10/16/20

Dear Residents and Families,

Late last week, the Ohio Department of Health released their Amended Director's Order regarding Inside Visitation. We are excited to be able to offer our residents inside visitation opportunities with their loved ones. There are some restrictions to this processes that are outside of our control. Based on the order from the state, and the federal rule, we will not be able to provide indoor visitation unless: there has been no new onset of COVID-19 cases in the past 14 days (staff, contractors, residents) and the facility is not conducting outbreak testing. Therefore, Inside Visitation may be added back or restricted at any time. We anticipate being able to start Inside Visitation on October 20, 2020. All Inside visits must be scheduled in advance through the Activities Department, Receptionist or Social Service Departments (440-775-1491). There are similar requirements for Inside Visits as there were for Outside Visits. They include:

- Visits will typically occur in the Atrium. Visitors will be requested to enter the building at the Atrium Fire Doors
- Visitors will be screened upon entering at the atrium door.
 - Temperature Taken (must be under 100 degrees Fahrenheit to visit)
 - Screening Questions Answered (must pass all screening questions to visit)
- A Visitation log will be maintained that includes name, contact phone number, date and resident visited
- Indoor visits are limited to 2 visitors per resident at a time
- All visitors shall be at an age of maturity to facilitate social distancing and not be a distraction to other resident, visitors, or staff and be able to wear a face covering
- All visitors must wear a face covering during the entire visit, the facility will provide all visitors with a 3-ply Face Mask
- Visitors will remain in the atrium during the entire visit
 - If a visitor needs to use the restroom, they will have access to the Central Hall Public Restrooms and will be accompanied to and from
 - Housekeeping or designee will clean and disinfect the restroom if utilized during the visit
- Social Distancing (6 foot) shall be adhered to during the entire visit
- Visits are encouraged to be contact-free
- Hand sanitizer will be available before, during and after the visit
- Visits must be scheduled in advance; visitors will be provided with an arrival time and location that allows us to complete screening prior to the visitation
 - Visits will be a maximum of 30 minutes each visit
 - Screening time will not be considered part of the visit
- If the facility is not in a position to offer inside visitation - outside visits, window visits or compassionate care visits may be considered as alternative options
- While not required, if Lorain County is experiencing medium or high positivity rates, Welcome may test visitors. Testing, or proof of a negative COVID-19 test result within 2-3 days of the visit may be required prior to visitation.

Although the guidelines may seem obtrusive, the purpose is to provide our residents with family connections in a manner that provides the highest level of safety while offering the psychosocial benefits of remaining connected with family and friends. Since inside visits must be monitored, we have selected timeframes that do not interrupt our scheduled activities and added weekend hours to meet the requests some of you have made to our team. We will do our best to be flexible, but we will try to stay true to our established inside visitation hours. These hours will change on a weekly basis based on staffing and room availability. I am certain that many of you are aware that Ohio's COVID-19 cases are trending in the wrong direction. We all play a part in protecting one another. Our team takes infection control very seriously, but we also recognize the psychosocial toll isolation has taken for our residents and our families. We look forward to hosting you soon!

During these unprecedented times, we have had to creatively redesign our spaces in preparation and response to the best practices shared for managing COVID-19. We have created two separate isolation wings. Avenue Q is used for new and readmissions for 14-day quarantine. I-Street would be the isolation unit for COVID positive or suspected residents- thankfully, we have never needed this wing. Since both of these wings must provide private rooms, we have had to displace medical equipment to different areas of the building. Our atrium has acquired quite a bit of equipment over the last several months so I don't want you to be surprised. Be patient with us as we try to iron out the kinks with re-opening our doors under these new guidelines. We are all in this together!

Thank you all for your continued support, effort, and understanding as we navigate these uncharted territories.

Stay Well,

Heidi J. W. Freas MS OTR/L

Director of Quality Assurance