

October 2022

Dear Resident and Family,

Welcome to Welcome! We are honored that you chose Welcome Nursing Home to be your skilled nursing partner for your care. We understand these are unusual times in the world as we are dealing with a worldwide pandemic. Since you are new to our facility, we wanted to give you some information on our policies and procedures related to COVID-19 and our mitigation efforts.

These efforts have evolved over time as our understanding of the virus and our regulations evolve. We have learned the difficult way how isolation and restriction from our loved ones adds stress and anxiety to our environment. We do our best to accommodate all visits and we are happy to coordinate window visits, video chats (we have access to many video chat applications just let our team know which one you prefer to use), and phone calls when in person visitation is not an option. Although we do not require health screening upon entering, we ask that you consider rescheduling your visit if the following apply:

- You have tested positive for COVID-19 in the last 10 days
- You have been a close contact exposure to someone who tested positive in the last 10 days
- You have signs or symptoms of COVID-19

If you choose to visit when we are in Outbreak Testing or when County Transmission Rates are HIGH we ask that you wear face masks in common areas of the building. When you are alone in the resident room or designated visiting area, you may choose not to wear a mask and have close contact with your loved one. If a roommate is present during your visit, we ask that you consider keeping your mask on during your visit.

While not recommended, if you choose to visit your loved one while they are on Transmission Based Precautions, you must be aware of additional risks of exposure. We highly recommend you and the resident wear a well-fitting mask during your entire visit. The visit must occur in the resident's room, and you must follow the core principles of infection control listed below:

- Complete Hand Hygiene before, during and after your visit: alcohol based hand sanitizer is best
- Wear well fitting face mask in accordance with CDC Guidance
- Follow the guidance of the facility postings
- Our Team will complete disinfection and sanitization of high touch surfaces after every visit

We are utilizing TeleHealth video and phone options for many of our health care providers such as psychology, psychiatry, monthly physician and CNP visits, and specialists as we are able. This has been one benefit our residents have experienced as part of the pandemic and we plan to utilize these methods of intervention when they are appropriate.

As part of our mitigation plan, all new admissions and residents who have left the building for over 24 hours will be asked to wear a well-fitting face mask when they are out of their rooms for the first ten days of their stay.

We know that it is very important to remain transparent and informed of any facility changes. We have a variety of methods of communication we utilize to share information with our residents and families. Any time we have a new identified positive resident or staff member, we will update our COVID-19 Updates link on our website. Any time we have modifications or changes in our policies, procedures or regulations we will send a family update. If you have an email address you will receive the update immediately. Otherwise, we are happy send this via email, USPS or you can go to our website www.welcomenursinghome.com. If you click on the COVID-19 hyperlink you will have access to a historic running of all COVID-19 related family letters, mitigation updates, and articles. On that link we also report current resident and staff facility numbers of COVID-19. Anytime we have a positive resident or staff member, you will see OUTBREAK notification signs posted at both entrances.

We appreciate your trust in us. If you have specific questions or concerns, please do not hesitate to reach out. If I do not have the answer, I will do my best to direct you to someone who does.

Sincerely,

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