



To: Timbercrest Community

From: Christy Huiras, Chief Operating Officer

Date: September 29, 2020

Re: Community COVID-19 Visitation Updates

Recently, the Centers for Medicare & Medicaid Services (CMS) and the Indiana State Department of Health (ISDH) issued new guidance for visitation in nursing homes in response to the COVID-19 Public Health Emergency (PHE). This change in guidance offers additional visitation opportunities at Timbercrest. We are making plans to safely welcome visitors into the Manor (main building) **beginning on Thursday, October 1.**

We will hold two informational meetings for Manor residents to discuss this topic. We ask Manor residents, who wish to attend one of these meetings in person to attend based on the schedule shown below in order to maintain safe distancing. If you have a conflict with your scheduled time, please feel free to attend the alternate meeting. Manor residents who prefer to listen from their homes and Neighborhood Home residents are able to listen to the meetings on Timbercrest's Channel 2 at the times shown. The content will be the same for each meeting.

Manor Resident Meetings, Wednesday, September 30

Wings D, E, F, J, K, L, M, O 10:00 a.m., Assembly Room

Wings B, C, G, H, Upper I, Lower I 2:00 p.m., Chapel

Timbercrest's visitation policies for the Manor (Health Care, Crestwood, and Residential Living) are summarized below.

- **Outdoor and Indoor visits** are permitted when there is no new facility-onset of COVID-19 in the last 14 days and Timbercrest is not currently conducting outbreak testing. Announcements will be made through the One Call Now group messaging system (phone call and email) and on our website as soon as possible if visitations must be restricted or cancelled due to a new onset of COVID-19, a high positivity rate in our county or surrounding counties, or other concerning criteria.
- **Outdoor visits:** Outdoor visits will continue under our current process and are preferred whenever practicable. Outdoor visits pose a lower risk of transmission due to increased space and airflow. An alternate indoor location is available for inclement weather. These visits are hosted by staff to ensure infection control standards are met. Be reminded, these locations have a limit of 4 visitors per visit to ensure safe distancing.

- **Indoor visits (NEW):**
 - Visiting Hours –
 - **Residential**, Daily 8:30 a.m. – 5:00 p.m.; Tuesdays and Thursdays 8:30 a.m. – 7:00 p.m.
 - **Health Care and Crestwood**, Monday – Friday 8:00 a.m. until 8:00 p.m.; Saturday and Sunday 8:30 a.m. – 5:00 p.m.
 - Visits are permitted in a resident’s private accommodation. Visitors should go directly to and from the resident’s room or designated visiting area only.
 - Visitors are responsible to sanitize the visit area (high touch surfaces, etc.) at the end of the visit. Sanitation kits will be provided when visitors screen in.
 - Visitors **must check OUT** at the Main Entrance when leaving. A record of a visitor’s exit time is a regulatory requirement with ISDH.
 - Visits are limited to **2 visitors** per visit to ensure safe distancing. Larger groups of visitors should consider a scheduled outdoor visit.
- **All Visitors**
 - During Residential Visitation Hours, all visitors are asked to **screen in at the Main Entrance (front office)**. Health Care and Crestwood visitors who screen in at the front office may walk through the building or drive to the visit area.
 - Health Care and Crestwood visitors coming after the Residential Visitation Hours will need to screen in at Health Care.
 - Infection control practices of proper use of a face covering or mask, hand hygiene, and social/safe distancing are required
 - Instructional information will be provided at screening and posted throughout the Manor
 - **NEW:** Meals will be permitted in the resident’s accommodation and at Outdoor Visits when practicing safety measures (safe distancing, proper hand hygiene, wear masks when not eating, do not share from same containers)
- **Dining Room and Overnight Guests** are not permitted at this time.

The full policies and procedures for indoor and outdoor visits are available at the front office.

We are grateful to be able to receive visitors into our community again. Timbercrest staff continue to be diligent in our efforts to ensure safety measures are appropriately implemented so as to keep our community healthy. THANK YOU for doing your part as well.

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