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March 16, 2020

Dear Friends,

This message is built upon our earlier March 13 communication to the community and incorporates changes that have been implemented since our last transmittal. All of the changes appear in "RED" in this document.

Please take the time to carefully read this message. It contains important information that you, your family, friends and staff need to know about changes that River Garden is now implementing to best protect the health of everyone residing and working on our campus.

COVID-19 has now been declared a global pandemic and government has significantly expanded its guidance to health care facilities, especially to nursing homes. The new guidance to River Garden requires that we limit people gathering unnecessarily on our campus. By minimizing activity on the campus we are limiting everyone's exposure to COVID-19.

Therefore, effective at 6am on Saturday, March 14 the following goes into effect:

- We are restricting all visitors to our campus, including immediate family and friends. In a limited number of cases we will permit limited visiting to critically ill residents, including residents receiving end of life and hospice care. Individuals permitted to visit will be restricted to visiting residents in their own room.
- For Coves members only: Coves members coming over to River Garden must be screened each day they come over to the Home. Members have the option of being screened at either the Coves Reception desk or the River Garden Reception Desk. Please remember that you are welcome to access the beauty shop, therapy center, clinic, and chapel. ~~and the adult day program if they are participants~~ All other areas are restricted with no visiting allowed.
- There is no guest dining at either The Coves or at River Garden.
- Dining on the campus: Beginning Tuesday March 17 we will be limiting communal dining at both The Coves and River Garden to no more than two individuals at a table. The Coves will be offering two seatings so as to best accomplish this limitation. The first seating will be at 4:30pm and the second seating will be at 6pm. Once Coves members have finished dining they will leave the dining room. Dining at River Garden will be managed by staff so that there are no more than two residents sitting at a table.



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- **UBER/LYFT**: Effective Tuesday March 17 there are no ride share services allowed on the campus.
- **PACKAGES**: Effective Tuesday March 17 we will begin accepting packages at our guardhouse for distribution to both River Garden residents and Coves members Package requirements:
 - One (1) package per resident may be dropped off at the guard house 7 days a week between the hours of 10am-2pm.
 - Packages will be delivered to the resident or member later that day.
 - Packages must not be larger than 18x12x9 inches and may not weigh more than 10 pounds.
 - Packages must be sealed and labeled with the recipient's name as well as with the name and phone number of the individual leaving the package.
- In limiting activity on the campus, we are closing our volunteer program. Included in the closure is our gift shop which is managed by volunteers.
- We have discontinued all scheduled transportation off the campus, with the exception of essential medical visits. For residents whose family members are taking them to essential medical appointments our guard will have a daily list of medical trips and will grant access to the family member. The family is asked to remain with their car and River Garden staff will bring the resident to the family member's car. Please remember that the family member will be screened at the guardhouse.
- For Coves members we have increased to twice weekly (Tuesday/Friday) our ability to pick up groceries from Publix and prescriptions from Walgreens and other area pharmacies. The Coves Concierge will provide assistance in placing orders to Publix and scheduling pick-up of prescriptions.
- Resident's family care conferences are arranged through our social services department and will be conducted through telecommunications.
- Clergy is welcome on the campus and for religious services and pastoral care.
- Passover Seders on April 8 and 9 are limited to residents and Coves members only. There are no reservations being accepted for family or guests. We are urging everyone residing on campus to remain on campus for Seder.



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- **Effective Tuesday March 17 our Adult Day Program is closed.**
- Patients receiving outpatient therapy will be allowed to finish their course of treatment, but we will not be accepting new referrals. A family member may escort the patient to the therapy center and wait in the waiting room until the session is over. Once the session concludes they will exit the facility.
- We have discontinued all tours of River Garden and The Coves. We are pleased to talk with prospective residents and families by phone or email, but are unable to offer visits and tours at this time.

Previously announced

- We continue to screen everyone presenting for admission to the campus. Per current regulation, you will be asked to sign your name upon entry.
- The cancellation of all scheduled community programs, entertainers and speakers runs through at least Thursday, April 30.
- River Garden is continuing to deny admission to any referral that has been identified with respiratory issues who has not been cleared of COVID-19. All area hospitals are aware of this restriction.
- We've opened a River Garden COVID-19 Hotline at (904) 886-8424. The hotline provides a recorded message and is open 24/7.

We are continuing to receive updated guidance from the Centers for Disease Control & Prevention (CDC), Florida Department of Health, The Agency for Health Care Administration and LeadingAge Florida. All of the restrictions identified above are subject to change based upon additional guidance.

Thank you for partnering with us to ensure the best possible outcome for our residents, staff and community.

Sincerely,


Martin A. Goetz
Chief Executive Officer
(904) 260-1818
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