

Guidelines for Visiting River Garden during COVID-19

September 9, 2020

To our River Garden Family,

We are delighted to again be able to welcome you onto the campus, within the following guidelines, and into River Garden to spend time with your loved ones. With the exception of the Traditional Two Unit, visiting for Essential Caregivers and Compassionate Care Visitors will begin on Thursday September 10. Visiting for General Visitors is to be determined. The existing Porch Visit program ends on Sunday, September 13. The following guidelines were developed in accordance with orders and regulations from:

- The Governor's office
- Agency for Health Care Administration (AHCA)
- Centers for Medicare & Medicaid Services (CMS)
- Centers for Disease Control (CDC)

These regulations are stringently enforced upon River Garden by all the regulatory agencies. We ask you to scrupulously abide by the guidelines and we hope you have wonderful safe visits. Described in detail below are the guidelines for General Visitors, Essential Caregivers, and Compassionate Care Visitors.

Guidelines for Visitation during COVID-19

General Visitors:

- You will receive an electronic SignUpGenius link to sign up for visiting after you've completed the required documentation in preparation for a visit. Documentation consists of a number of items including required educational components.
- Visiting hours are by appointment only from 10 am – 5 pm daily. SignUpGenius will indicate the number of slots available each day. General visitors must be at least 18 years old.
- All visitors must be identified on the resident contact list and certified by us as having completed the required protocol.
- Only five general visitors may be designated per resident and only two of those designated general visitors may visit at a time.
- At the time of each visit, scheduled visitors must present to the guard written documentation of a negative COVID-19 test (Antigen or PCR) with results within 14 days of the visit. Keep the document with you at all times. You will be required to show it each time you come to the nursing facility.
- The Agency for HealthCare Administration (AHCA) has guidelines controlling when a facility may allow general visiting related to its COVID-19 status. Please understand that scheduled visits may have to be adjusted or canceled in accordance with those guidelines.

The following rules must be observed by all categories of visitors while on the River Garden campus:

- All visitors must sign in/out in the visitor's log at the reception desk.
- Both resident & visitor(s) must each wear a surgical mask at all times during the visit. We will provide visitors with a complimentary mask when they are screened at our guard house.
- We encourage visits using our gracious outside areas and grounds. In addition, visiting is allowed and limited to the resident's room within the building.
- All visitors must keep a minimum of six feet between themselves and other residents and staff at all times.
- We encourage visitors to bring food to enjoy on the grounds. We regret the Baker Deli Café is not available for visitor or resident use at this time.
- The purpose of your time on campus is to be with the resident. Conferences and consultation with staff will continue to be scheduled by staff and will take place remotely.
- While on campus all visitors must comply immediately with staff instructions.
- If the visitor becomes ill within 14 days following their visit they must notify River Garden's administration as required by the Governor's Executive Order.
- Visitors are allowed single entry to the campus each day. There is no re-entry to the campus after leaving.

Essential Caregivers:

- Essential Caregivers have a role in providing direct care or service to the resident as specified in the residents Plan of Care and will be documented as such.
- Essential Caregivers must be identified on the resident's contact list and will be eligible to enter the building after completing the required documentation. Documentation includes a number of items including required educational components.
- At the time of each visit, an Essential Caregiver must present written documentation of a negative COVID-19 test (Antigen or PCR) with results within 14 days of the visit. Please keep that document with you at all times.
- The resident or resident representative must give consent for an Essential Caregiver to provide services and assistance as designated in the Plan of Care.

- The resident or resident representative may identify up to two individuals as Essential Caregivers. Visiting is limited to one Essential Caregiver at a time.
- The Essential Caregiver must follow the Plan of Care and any direction given by staff.
- Visits by Essential Caregivers may occur at any time as specified in the resident's Plan of Care.

Compassionate Care Visitor:

- These visits are intended to provide special support during difficult times, whether facing loss, difficult transitions or end of life, in accordance with the residents Plan of Care, and are intended to occur within a limited period of time.
- Compassionate Care Visitors must be identified on the resident's contact list and will be eligible to enter the building after completing the required documentation. Documentation includes a number of items including required educational components.
- At the time of each visit, the Compassionate Care Visitor must present written documentation of a negative COVID-19 test (Antigen or PCR) with results within 14 days of the visit. Please keep that document with you at all times.
- The resident or resident representative may identify up to two individuals as Compassionate Care Visitors. Visiting is limited to one Compassionate Care Visitor at a time. This limitation is lifted when end of life is near.
- Visits by Compassionate Care Visitors may occur any time as specified in the resident's Plan of Care.

Below are links to important educational information and documents that you are required to read/view and acknowledge prior to being scheduled for your first visit.

- Governor's order on visitation
- AHCA Guidelines for visitation dated September 2, 2020
- AHCA Q/A on visitation
- Instructions on proper use of PPE
- Hand Hygiene
- Video on Safety

We look forward to welcoming you to River Garden's Campus.

Sincerely,

Marty Goetz
CEO