



March 17, 2020

To All Residents and Family Members,

Over the past couple of days, the Centers for Medicare and Medicaid Services (CMS) have imposed more severe restrictions on visitations. **Effective immediately, visits from family members, friends and non-essential health care personnel are no longer permitted.**

Exceptions will be made only in compassionate care situations such as end-of-life care, and in those visits are restricted to the resident's room *only*. All visitors entering the facility for compassionate care purposes will be screened prior to their entrance.

No visitors will be permitted to enter if they

- Show signs of respiratory infection, including fever, cough or sore throat
- Have been in contact with someone with COVID-19 or under investigation for the virus
- Have traveled outside of the country within the last 14 days to any restricted countries

Upon leaving the facility, all visitors should self-monitor for signs and symptoms for 14 days. Should symptoms occur during this time period, they should self-isolate at home, contact their healthcare provider, and immediately notify Mercy Circle of the date they visited who they were in contact with and the locations they visited.

Some additional steps we are taking to minimize resident and staff risk include:

- Cancellation of all internal and external communal dining and group activities
- Cancellation of ancillary services such as visits for podiatry, optometry and dentistry, if not medically indicated, as well as non-essential services including banking services and the beauty salon
- Active screening of all residents and staff for fever and respiratory symptoms. All staff will be screened at the beginning of each shift. Any staff member, who is identified as ill, immediately will be sent home to seek care and self-isolate

- Active screening of all approved visitors, medical services staff, and essential services personnel related to the provision of care, supplies, maintenance, life safety, and operations
- Ongoing reminders of the importance of social distancing and proper hand- hygiene

We will continue to monitor COVID-19 developments at the local and national level to ensure that we have the most effective precautions in place. We are committed to keeping our residents and families apprised of any new policies regarding visitation.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in cursive script that reads "Frances Lachowicz".

Frances Lachowicz
Executive Director

