



7/9/20

Dear Residents and Representatives,

The health and wellness of our residents is our number one priority. We are committed to keeping our residents safe and we need your help. The virus causing Coronavirus Disease 2019 (abbreviated COVID-19) can cause outbreaks in nursing homes. Many of our residents are elderly and may have medical conditions putting them at a very high risk of becoming sick, or even severely ill, with COVID-19.

As the prevalence of the COVID-19 virus lessens in Mitchell County, in addition to the absence of the virus with SCNH's facility, we are looking to open our facility for visitation, the following measures will be put into place according to the Iowa Department of Public Health and Department of Inspection and Appeals guidelines:

1) Controlled Window Visits

- Closed-window visits via telephone with the visitor standing outside the closed facility window.
- Open window visits require social distancing of at least 6 ft , and an additional barrier between the resident and visitor, such as both wearing facemasks OR top open-window visits.
- SCNH may require windows to remain closed
- SCNH may stop allowance of controlled window visits at its discretion.

2) Virtual Visits are encouraged for all residents to ensure ongoing interaction with their families and friends.

- SCNH has IPADS and laptops available for virtual visits for all residents.
- Residents who own personal technology devices will be assisted, as needed.
- If a resident is determined unable to effectively use technology devices independently, SCNH staff will assist the resident, upon the resident's verbal approval, to help them connect with family or friends while being mindful of resident privacy. If technology devices are overwhelming or not preferred by the resident, SCNH will assist the resident with other means of communication, such as coordinating telephone calls.
- Each resident if they so desire will be allowed to visit virtually or by telephone or email with the local LTC Ombudsman: Katie Mulford at 1-866-236-1430
  - Outdoor visits, controlled window visits, and dedicated visiting areas.. Outdoor visits, controlled window visits, and dedicated visiting areas are allowed only at facilities that are not in an outbreak status, and only for residents that are asymptomatic and not confirmed COVID-19 positive. For the safety of our residents, outdoor face to face visits may be limited or eliminated if the community spread increases.

• SCNH will allow one face to face visit each week per resident with no more than two visitors in the designated outdoor visiting area. At this time we request no children.

- Prior to the face to face visit, each visitor must pass the required screening.
- Each visitor is required to perform hand hygiene before and after the visit.
- Each visitor is required to provide and wear a face mask.
- Each person is to maintain social distancing requirements of 6 feet.
- Each visitor is required to stay in their assigned designated visiting area.
- Each visit will last no more than an hour.
- Violation of these regulations will result in being asked to leave the premises and the resident will be in quarantine for 14 days.

If you are interested in setting up a FaceTime or face to face outdoor visit please contact [Melanie Gerbig at 641-710-2215 OR email at mgerbig.scnh@gmail.com.](mailto:mgerbig.scnh@gmail.com)

Sincerely,

*Kay Frawell, Administrator*

SCNH Infection Control Committee