

# Resident & Family Newsletter

## July 10, 2020

Greetings once again!

I will apologize ahead of time for the length of this newsletter but we do have a lot of information to share. We have been working to develop policies and procedures that are in line with the State's directives and guidance. We need to proceed cautiously to assure safety of our residents and staff. Region 2 has moved to a High-Risk area and that brings concerns and guidelines. Oakview is testing employees weekly for COVID according to the state requirements for Region 2 and will continue with testing until otherwise instructed by the State.

In an Emergency Order issued by the Michigan Department of Health & Human Services (MDHHS) on June 30<sup>th</sup>, Director Robert Gordon acknowledged that the absence of visitors has been difficult for many facility residents, including that in some cases not being able to see loved ones may put a resident's health and wellbeing at significant risk. Unfortunately, this order does not yet allow for us to open the facility to regular visits with loved ones, but it does provide further guidance relative to the visitation restrictions for nursing homes and additional clarity to exceptions for serious/critical condition or hospice care under which visitation is allowed.

Each of these situations has its own additional criteria and requirements, including that they are supported based on the clinical judgement of a treating medical professional and the facility's interdisciplinary team. Decisions regarding eligibility will be made on a case-by-case basis. **If your loved one qualifies you will be contacted by the facility to make arrangements for visitation following the specific criteria established by Michigan Department of Health and Human Services (MDHHS). The following is criteria we are obligated to follow. Please read carefully:**

### Facility Criteria

- Has adequate access to testing for COVID-19
- Has adequate staffing to assist with transport and observation of visits
- Permits visits by appointment only
- Sets reasonable time limits on visits
- Limits number of visitors per scheduled visit to 2 or fewer
- Requires visitors to log arrival and departure times
- Limits visitor entry to designated entrances that allow proper COVID-19 screening
- Performs health evaluation of all visitors each time they seek entry to the facility, and denies entry to visitors who do not meet evaluation criteria
- Restricts anyone with fever ( $\geq 100.0^{\circ}\text{F}$ ), other symptoms consistent with COVID-19, and known exposure to someone with COVID-19 from entry
- Excludes visitors who are unwilling or unable to wear face covering for the duration of their visit
- Excludes persons unable to follow hand hygiene requirements
- Provides appropriate personal protective equipment (PPE) and hand sanitizer and/or handwashing facilities
- Provides education regarding hand hygiene and proper PPE use
- Does not allow visits to residents who are in isolation or are otherwise under observation for COVID-19 symptoms
- Does not permit visits during aerosol-generating procedures or collection of respiratory specimens unless deemed necessary by staff for the care and wellbeing of the resident
- Prohibits food sharing
- Provides proper cleaning and disinfection of visit locations

## Visitor Criteria

- Visitors agree to comply with facility requirements
- No more than 2 visitors at a time; no one under 14 years of age
- Must be immediate family only to include: spouse, children parents, grandparents, siblings
- Will honor designated time limits
- Agree to adhere to social distancing guidelines (no handshaking or hugs, remain 6 feet apart), perform hand hygiene and wear appropriate PPE
- Must stay in designated location
- Visitors who develop symptoms consistent with COVID-19 within 14 days of a visit agree to notify the facility
- **Visitors unwilling or unable wear a face covering for the duration of their visit and persons unable to follow requirements will instead be encouraged to use video or other forms of remote visitation.**
  - *Jannice Lamm, Oakview Administrator*

## Q & A

### 1. Q: Any guidance from the state on allowing outside visitation?

Answer: Unfortunately, the state has not issued any guidance allowing outside visits. We had hoped we could move to scheduled, organized, social distancing-outside visits but to this date the state has not given clearance for this activity.

### 2. Q: Any idea on when Oakview will open to regular visitors?

Answer: Short answer is NO. With the rising numbers of COVID cases in the state, our region and Mason County opening up to regular visitors is most likely not going to happen anytime soon.

### 3. Q: How are the employees and residents getting tested for COVID?

Answer: Weekly testing of all employees is happening with a self-administered nasal swab that is observed by a trained professional. Testing is then sent to the Spectrum Lab in Grand Rapids for processing. Symptomatic employees are receiving a nasopharyngeal test either through Spectrum or administered by at Oakview nurse. Symptomatic residents and new admits are receiving a nasopharyngeal test from the admitting hospital or from Oakview nurses. Currently we have tested 120 residents and 391 staff. These numbers are posted on our website. <https://oakviewmcf.com/covid-19/>

### 4. Q: How will I be contacted if my loved one qualifies for a visit?

Answer: Oakview staff will contact you to schedule a visit and go over the rules and guidelines with you. You will be greeted at the Oakview front door or a door the staff designates you to go to. You will be screened, provided with PPE, educated and escorted to the location of the visit. Visits will be limited in time according to staff availability and resident condition. We understand this is terribly difficult but it is a small step in being able to open to visitors.

### 5. Q: Does Oakview have adequate PPE (Personal Protective Equipment)?

Answer: Oakview does currently have adequate PPE. Our suppliers have been consistent and we keep a close eye on the stock and usage.

### 6. Q: Since the parade was so successful any plans of another or door visits for special occasions?

Answer: We will plan another parade and keep you updated on the date and time. We will allow special occasion door visits. Which means the resident can stay inside Oakview's front door the family will remain in their vehicle at all times. These visits will be short in duration and only be allowed for birthdays or anniversaries. Contact Marv Jo Claire to schedule.