

June 18, 2020

Dear Residents & Family Members:

As mentioned in my recent update, I, along with other community Executive Directors, have been discussing reopening plans and what they might look like. I am grateful to everyone for the extraordinary efforts to keep our wonderful community as safe as possible during a world-wide pandemic. I am excited to share several new opportunities for visitation in different levels of care in our community.

As we continue on our Path to Reopening, it is important to keep in mind that if we experience new positive COVID-19 cases, we will need to reverse direction and limit visitation again. I am reminded of a quote I had previously shared, *"Each and every one of us has an obligation to exercise personal responsibility for ourselves, for our families, for our co-workers and for our neighbors."* As residents and family members of RiverWoods, I once again urge you to take the obligation of responsibility for one another seriously. I ask you to join me and the leaders of our community in our commitment to continue to make the health, safety and well-being of all who live and work here our highest priority, and this includes good hand and health hygiene and wearing masks. For the foreseeable future, masks are here to stay and residents must continue to wear masks when outside of their personal residence or when an employee is performing a service inside a residence. And, remember, "My mask protects you; your mask protects me." We all have a responsibility to support and protect each other.

Effective Monday, June 22, the following visitation opportunities will be in effect. Our team needs time to complete the final arrangements, and I want to thank you in advance for not putting our team in an awkward position by having to turn visitors away this weekend. I appreciate your cooperation and commitment to abide by the guidance for the visitation and make wise choices as you engage in the external community. We continue to be in this together!

GARDEN COTTAGES

Residents are welcome to have two (2) visitors for daytime (not overnight) visits. We encourage visits of no longer than two (2) hours.

Masks should be worn and physical distancing of no less than six (6) feet should be followed.

We ask that you visit inside your residence, or on your porch/patio, rather than elsewhere on the campus or in common areas in buildings.

Screening of visitors, according to current campus procedures, will be completed.

RIDGECREST APARTMENTS

Residents are welcome to have two (2) visitors for daytime (not overnight) visits.

We encourage visits of no longer than two (2) hours.

Masks should be worn and physical distancing of no less than six (6) feet should be followed.

We ask that you visit inside your residence, or on your patio/balcony, rather than elsewhere on the campus or in common areas in buildings.

Visitors should not share the elevator with others, and we ask they avoid touching hard surfaces on the way to and from the apartment. We encourage the use of hand sanitizers.

Screening of visitors, according to current campus procedures, will be completed.

As I have previously shared, we are guided by the many different plans and requirements placed upon us by numerous federal, state and local agencies. Visitation restrictions have not yet been lifted by The Centers for Medicare and Medicaid Services (CMS) nor our state Department of Health. We understand the impact and look forward to the day when we can share gradual lifting of the restrictions. When that time comes, we already know there will be many criteria and/or requirements that must be met, for example: COVID-19 cases in the community, staffing levels, routine testing of staff, screening requirements for visitors, access to personal protective equipment, and local hospital capacity.

RIVERVIEW MANOR PERSONAL CARE

We continue to offer window visits. Please call Tammy Speece at 570-522-6204 to make arrangements.

Screening of visitors, according to current campus procedures, will be completed.

Residents who do not have windows that face outside accessible areas will be relocated to the piano room for the window visit.

Windows must remain closed, and masks must be worn by visitors at all times.

Since common area visiting windows must be cleaned between visits, we ask that you keep your visit to no more than 45 minutes to allow for 15 minutes of cleaning.

Should you wish to arrange for a virtual visit, please contact Tammy Speece at 570-522-6204.

Additional details are also being worked out that will support the phased reopening of some additional services in the near future.

HEALTH CARE CENTER

We continue to offer window visits. Please contact Melissa Bowersox at 570-522-3907 to make arrangements.

Screening of visitors, according to current campus procedures, will be completed. Residents who do not have windows that face outside accessible areas will be relocated to another area for the window visit. You will be informed of the location when you call to make arrangements.

Windows must remain closed, and masks must be worn by visitors at all times.

Since common area visiting windows must be cleaned between visits, we ask that you keep your visit to no more than 45 minutes to allow for 15 minutes of cleaning.

Virtual visits can be arranged by contacting Nicolle Steiner at the Nursing Care Center at 570-522-6257.

Additional details are also being worked out that will support the phased reopening of some additional services in the near future.

Thank you for your understanding, cooperation and the shared sacrifices being made. We are all in this together; and we will get through this together.

Sincerely,

A handwritten signature in cursive script that reads "Lennea Brown".

Lennea Brown
Executive Director

lennea.brown@albrightcare.org

(570) 522-6232