



Episcopal Retirement Services

March 12, 2020

## COVID-19 UPDATE

Dear Families,

As the Coronavirus situation changes by the hour, our local, state, and national authorities are issuing guidance for nursing and healthcare organizations. We have had to update, and in some cases, change our guidelines for resident and families.

ERS has always been a leader in setting the standards for older adults. Our governors in both Ohio and Kentucky have issued minimum guidelines for healthcare organizations. They implored businesses and individuals to make thoughtful decisions that are in the best interest of the people that they serve and interact with, and recognize that we may need to do more than the minimum.

We have made the following decisions impacting visitors and contracted staff:

- End-of-life is not defined as receiving hospice services. End of life is when death is imminent and/or when a resident is on continuous care as ordered by their physician. The guidelines for visitors that government agencies have ordered were not intended to open visitation rights. **Effective immediately, visitors will not be allowed unless a resident meets the end of life definition.**
- **We are not permitting families or private duty assistants to care for residents in our licensed healthcare areas unless it is medically necessary and/or it is essential to the operation of the community.** The Directors of Nursing will determine medical necessity based on physical and behavioral needs of the resident. Unfortunately, socialization and psychosocial needs will not be a reason for private duty or family visits. Our staff will reach out to you directly to confirm or change arrangements you might have in place. Additionally, we will share new communication opportunities to stay connected to your loved one.

It is critical to have up to date email addresses for our families. **Please call 513-271-9610 to update your email addresses so that we can communicate efficiently.**

We have spent a great deal of time fielding calls from families pleading to be an exception to a guideline. **We are in a crisis and we can no longer afford time to discuss our guidelines.** It is taking away from our ability to care for your loved ones. We have the responsibility to save lives now.

My mother was a resident at one of our communities before she passed away in 2018. I chose our community for my loved one because, in all matters, our standards are higher. I know that you chose ERS for similar reasons. Because of this, I need to insist that you abide by our guidelines.

Sincerely,

Laura Lamb  
President and CEO