



Episcopal Retirement Services

March 9, 2020

## COVID-19 UPDATE

Dear Family Member,

The COVID-19 situation is evolving by the hour. There are now three confirmed cases in northern Ohio and four in Kentucky as of today. It is only a matter of time before the virus spreads to all cities in which we live and work. Ohio, Kentucky, and Indiana governors have declared state of emergencies for their states. As we have learned from the outbreak in other countries, it appears that this virus spreads silently among communities before there are confirmed cases. The older adults we serve will be disproportionately impacted because of age and, in some cases, close living conditions. **Therefore, we have made the difficult decision to restrict visitation to our communities. All non-essential staff and visitors will be restricted from visiting our communities effective immediately.**

**Additionally, because the virus will likely be in all of our surrounding communities soon, we will begin screening staff for symptoms, including a fever check at the start of each shift.**

We have attached a copy of a Frequently Asked Question document for your review as well.

Thank you for your continued support. Your loved one's health is our top priority. If you have urgent question, please contact our Administrators. You are also welcome to call or email myself or Ginny Uehlin, Vice President of Healthcare

Sincerely,

A handwritten signature in cursive script that reads "Laura R. Lamb".

Laura Lamb  
President and CEO



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## Frequently Asked Questions related to COVID-19

### 1. How long will community guests be unable to visit residents?

The public health officials have recommended that senior living communities restrict visitors to campuses as a precautionary measure. We are monitoring the Centers for Disease Control and or state's Dept. of Public Health websites for daily updates and will follow their guidance as well as exercise standard precautions as we work to keep residents and staff safe. At this time, we do not have a duration of the visitor restrictions, but we commit to revisiting on a daily basis.

### 2. If my loved one is receiving continuous care and are in the later stages of their life may I visit?

If one of their loved ones are requesting to visit with them, please see our administrators or directors of nursing. A member of this team will make sure that the visitor is asymptomatic of symptoms and haven't traveled to an area with a known case of COVID-19, or been in close proximity to someone exhibiting cold or flu-like symptoms.

If the answers to the inquiries are no, the visitor will be asked to wash their hands in the restroom near the receptionist desk, be escorted to the resident's room where they will remain. This visitor will not be allowed to enter any other areas of the community. After their visit, they will wash their hands in the resident's room and be escorted out of the community.

### 3. Are family members allowed to drop off items to residents?

Yes, family members are allowed to drop of items to be delivered to residents at the receptionist's desk. All items will be delivered by staff members.

### 4. Are you accepting admissions from the hospital?

Yes, we are accepting admissions from the hospital. Our Admissions Manager and Infection Control Preventionists are reviewing perspective resident's medical information and will collectively decide whether to admit the perspective resident or not based on our ability to care for individual.

### 5. Will EMS or wheelchair transport companies be allowed to take residents to their rooms?

Residents that are transported via stretcher will be allowed to be transported to their rooms and transferred into bed by EMS. Residents that are transported by wheelchair will need to be transported to our rehab household by staff. Our goal is to minimize the number of individuals coming in and out of our community. The receptionist will continue to be responsible for notifying staff of the arrival of the new admission.



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**6. Are residents allowed to go to outside medical or non-medical appointments?**

Please consult with your physician to understand if appointments are necessary.

**7. Can home health providers and other health care professionals continue to care for residents?**

Healthcare providers may be allowed access to our residents on a case by case basis if they have not traveled to an area with a confirmed COVID-19 case and is asymptomatic of fever, cough and shortness of breath.

**8. Can Dining Services continue to deliver meals to residents?**

Dining Services will continue to deliver meals to resident on an as needed basis.

**9. Can independent residents visit the healthcare households?**

No, we are discouraging visits to the healthcare household from independent living residents for both their safety and the safety of other residents and staff.