



730 Furnace Street • Cumberland MD 21502 • 301-777-5941 • Fax 301-777-2300
www.AlleganyNursingandRehab.com

Dear Family Member,

After what seems like forever, we are excited to welcome you back to Allegany Health Nursing & Rehabilitation for visits with your loved ones! While our residents cannot wait to see you and we are looking forward to having our family members back at the facility, please understand visitations will be conducted very differently than in the past for the purpose of protecting our residents and staff's safety, as well as your own. As such, and in line with the most recent recommendations from CMS, please read below for some general visitation requirements and information that you should know prior to visiting your loved one.

At all times, especially during visitations, our facility will practice and enforce the core principles of COVID-19 infection prevention ("Core Principles"), which include but are not limited to screening all visitors for signs and symptoms of COVID and ensuring that visitors (1) practice hand hygiene; (2) use face coverings or masks that cover the mouth and nose; and (3) practice social distancing of at least six feet apart during the visit. Also, our facility staff will clean and disinfect high frequency touched surfaces and designated visitation areas after each visit and they will use appropriate PPE at all times.

OUTDOOR VISITATION

We will provide you and our residents the opportunity for routine outdoor visitation that adheres to the above-referenced Core Principles in a designated, accessible and safe out-door space that allows for privacy between you and the resident. For safety reasons, we may use barriers such as plexiglass to reduce the transmission of the virus during your visit. Also, in the event of inclement weather, a resident's compromised health status or a facility outbreak of COVID-19, we may be forced to delay, suspend or cancel visitation until the issue has resolved. We will provide you with as much notice as possible if this occurs, but please make sure to always call the facility and check the visitation status prior to coming to the facility.

INDOOR VISITATION

Because the risk for transmission and infection of COVID-19 is greater indoors, we encourage you and our residents to visit outdoors when possible. However, we will also offer indoor visitation using following guidelines and Core Principles as suggested by CMS:

- Indoor visitation cannot occur if the facility has any new onset of COVID-19 cases in the last 14 days or is conducting outbreak testing.
- All visitors must adhere to core principles referenced above in addition to any other facility specific safety requirements, which we will share with you prior to your visit.

- We may use barriers, such as plexiglass, to reduce the transmission of the virus during your visit.
- We will limit the number of visitors per resident and the number of visitors allowed in the facility at one time based on our size.
- We will schedule visits with time limits to allow all residents to receive visitors.
- We will limit the movement of visitors throughout the facility and provide routes to designated visitation area.
- There will not be visitation in shared rooms unless the resident cannot leave the room due to his/her health status.
- We will monitor our county positivity rate to help determine whether we can provide indoor visitation. If our county positivity rate is above 10%, indoor visitation cannot take place unless it is for compassionate care reasons.
- We may also monitor other factors that increase COVID-19 risk levels to include: rates of COVID-19 like illnesses, visits to the emergency department, or positivity rate of a county adjacent to the county where the nursing home is locate.

COMPASSIONATE CARE VISITS

Compassionate care visits are conducted indoors and could include visits with a family member who is struggling with changes in his/her environment and lack of physical family support, a visit with a grieving resident after the loss of a family or friend, visits to assist a family member that needs encouragement with eating or drinking because he/she at risk for weight loss or dehydration, or visits with a resident that is experiencing emotional distress. We will work with you to identify if there is a need for a compassionate care visit and we ask you to contact us if you feel like you or your loved one needs to schedule this type of visit.

SAFETY CONSIDERATIONS

Our residents are looking forward to seeing you and so are we! But please remember that our number one goal is to prevent the spread of COVID-19 in our facility to keep our residents and staff safe. As such, please understand we may be forced to restrict visitation or deny you entry to the facility if our county positivity rate rises above 10%, if we have an outbreak of COVID-19, if you are exhibiting symptoms of COVID-19, or if you fail to adhere to proper infection control practices. We will not restrict visitations without a clinical or safety reason. We want our residents to be happy, and we know that a visit from you will help make that happen – we just need to make sure it happens safely!

We will provide you with our facility's specific visitation procedures prior to your visit. In the meantime, if you have any questions or concerns please feel free to contact the facility at 301-777-5941 and ask for Debra Buckalew or Jared Zampelli.

Respectfully,



Debra Buckalew