



March 10th, 2021

RE: Current Visitation Procedures

Dear Residents, Families and Friends,

This letter provides important information on visitation at Clarksville Skilled Nursing and Rehabilitation Center.

For almost a year several families have had limited in-person access to their loved ones who reside in a congregant setting. With the recent development of vaccines and the high rates of vaccine acceptance among nursing facility and assisted living residents, many family members expected that visitation restrictions would be completely lifted/relaxed. However, the Centers for Medicaid and Medicare Services (CMS) has not yet revised the nursing facility guidance that was issued under QSO -20-39-NH on Sept. 17, 2020 which is tied to directly to county positivity rates and prohibits most in-person visitation options when a facility has a single case of COVID-19 identified in a staff or resident. The fact that CMS has not issued new guidance after recent long term care vaccination clinics has led to a great deal of frustration for our staff, residents, and families alike.

The purpose of this letter is to provide you with the most current visitation options available to you and your loved ones in our facility, based on current guidance and positivity data provided on the data.cms.gov website. All visits with the exception of window visits must be scheduled. To schedule a visit with your loved one, please contact a member of the Activity Department at 319-278-4900.

Below is a quick reference guide regarding our visitation.

	Low Positivity Rate* (<5%)	Medium Positivity Rate (5-10%)	High Positivity Rate (>10%)	Outbreak Status**
Outdoor Visitation	Yes	Yes	Yes	Yes
Structured Indoor Visitation	Yes	Yes	No	No
Window Visits	Yes	Yes	Yes	Yes
Compassionate Care Visits	Yes	Yes	Yes	Yes
Barbers and Beauticians	Yes	Yes	Yes	No
Virtual Visits a.k.a. Video Chat	Yes	Yes	Yes	Yes

***Outbreak Status is defined as single identified positive case of COVID-19 in a resident or staff member.*

'Compassionate Care Visits' are determined by and include, but are not limited to:

- Residents whom have been diagnosed as being at end of life and actively dying
- Resident whom was living with family before recently being admitted to a nursing home, is struggling with change in environment and lack of Physical Support
- Resident who is grieving after a friend or family member recently passed away.
- A resident who needs cueing and encouragement with eating or drinking, previously provided by family and is experiencing weight loss or dehydration
- A resident who used to talk and interact with others, is experiencing emotional distress, seldom speaking or crying more frequently (when this resident has rarely cried in the past)

Lastly, we know that this past year has been an extremely challenging time for your family. Please know that we actively support all efforts to safely reunite you with your loved one and will provide you with the most current information as Federal authorities revise visitation restrictions or we have other guidance that impacts these restrictions.

If you have any additional questions, please do not hesitate to call a member of our team at 319-278-4900.

Respectfully,

Heather Sells, MSW, LNHA