



08/12/2020

To the Residents, Residents' Representative, Staff, and Community Members:

We previously shared with you that we were in Phase 1 of the state's phased approach to safely reopening long-term care facilities to visitation.

At Clarksville Skilled Nursing and Rehabilitation Center, we are currently at Phase 1 in the state's reopening plan. Our goal is to proceed into Phase 2 of the state's reopening plan beginning Thursday, August 13, 2020. This means:

The following types of visits will continue by appointment only:

- Continued closed-window visits conversation held via telephone.
- Outdoor visits in a dedicated location. Please note: outdoor visits are allowed only when the facility is not considered to be in an outbreak status. Outbreak is defined as three COVID-19 positive residents within the same 14-day period. Outbreaks are considered closed when it has been more than 28 days since the last identified resident case. Outdoor visits are allowed when a resident is asymptomatic and not confirmed COVID-19 positive.
- Indoor compassionate care situations are restricted to end-of-life or resident who are defined to have a significant change in status. Please do not hesitate to inquire if your loved one meets the criteria.
- In-person visits are allowed by appointment only.
- No more than 2 visitors at one time.
- No one under the age of 18 years old.
- No pets allowed.
- All visitors must be screened immediately prior to visitation and additional precautions are required, including social distancing (visitors and residents maintain a minimum six feet of separation) and hand hygiene must be performed before and after visits. All visitors must wear a cloth face covering or facemask for the duration of their visit. The facility will provide a face mask to the visitor, in the event they do not have one, to ensure universal source control. Residents are encouraged to wear a facemask or face covering for all outdoor visits.
- Visits will be no greater than 45 minutes at a time to allow for proper cleaning and sanitizing prior to the next scheduled visit.
- A staff member will be present during all in-person visits to ensure safe distancing, proper hand hygiene, universal source control, and overall facility supervision of safe practices related to visitors.
- Continued alternative methods of visitation include telephone use and window visits.
- Virtual visitation, whenever possible, will include: (Zoom, Skype, Facetime, Google Duo)
 - Access to communication with friends, family, and their spiritual community.
 - Access to the Long-Term Care Ombudsman.

We know how important the ability to visit is to you and your loved one, and we look forward to now being able to continue with visitation opportunities.

As we continue throughout this process, we are also pleased to announce that the facility will resume beautician services **beginning on Thursday, August 13**. This will be done utilizing a systemic approach, including vigorous infection control practices.

Thank you for your patience and support these past few months as we have all worked together to safely navigate the COVID-19 pandemic. Your support has helped to make it possible for us to progress to this new phase of safely reopening our facility.

Please contact Kristol, Monday-Friday between the hours of 8am-4pm at 319-278-4900 or via email at cnhoasst@butler-bremer.com with any questions regarding visitation.

Sincerely,

Melissa Debner, RN

Director of Nursing

Infection Control Preventionist