

Friday July 23, 2021

To Residents and Resident Family Members of Licensed Area Neighborhoods:

As you know, we had a resident residing in the River Banks Assisted Living Neighborhood test positive for COVID-19 on Tuesday, July 20, 2021 as well as a staff member who worked in the Saluda and Broad Neighborhoods. These cases were unrelated and we have discovered zero cross over between the two. The resident has gone home with a family member until their quarantine period is over before returning to River Banks. The staff member continues to recover at home. We have completed our first round of facility-wide testing. **All residents and all staff in all neighborhoods tested negative.** This is fantastic news! The neighborhoods that had an exposure will remain on isolation until August 3, 2021 which is 14 days after the resident and staff member tested positive. Resident will be testing again on Monday July 26, 2021 and staff will be tested again on Tuesday, July 27th and Wednesday July 28th.

River Banks, Broad, and Saluda

- These neighborhoods will remain on isolation until 08-3-2021 assuming there are no further positive exposures or new cases.
- Residents should stay on the neighborhood but are not restricted to their rooms.
- Residents should physically distance in common areas and should not leave the neighborhood for recreation such as hair appointments or exercise but may leave for medical appointments.
- Compassionate Care visits will be accommodated once approved and scheduled by the Unit Coordinator. These are one hour long with a maximum of two people per day.

Rose Gardens, Congaree, Sanders Rehab Suites

- Indoor and outdoor visitation may resume from 8AM-8PM but visitors are required to wear a mask during the duration of their visit when in the building. This includes both vaccinated and unvaccinated visitors.
- Indoor visitation will be capped at 2 people in the resident's room at a time. No common areas are allowed to be used during visits.
- Regular activities may resume, and residents are not restricted to the neighborhood but may not visit another neighborhood, or travel through another neighborhood on isolation without compassionate care approval.

Compassionate Care and End of Life Visitation

While end-of-life situations have been used as examples of compassionate care situations, the term "compassionate care situation" does not exclusively refer to end-of-life situations. Compassionate Care visits are different from indoor visits because they are more frequent and flexible. Compassionate Care Visits are scheduled through the Unit Coordinator for each neighborhood.

Overview of Compassionate Care Visits:

- Compassionate Care visits take place **in the resident's room** without other residents present.
- Visitors are limited to 2 people a day for a maximum of one hour. Visitors will be required to wear a surgical mask throughout their visit. This can be two separate visits for 30 minutes or one visit for one hour.
- Frequency of visits will be determined by the interdisciplinary team and may only be offered temporarily.

- If you believe your loved one should be considered for compassionate care visits, please contact the Unit Coordinator for your loved one's area. Contact information below.
- At all times, visits should be conducted using physical distancing of at least 6 feet and while wearing a mask.

Other ways to Communicate

We will continue to assist with Zoom calls, FaceTime calls, and window visits. If you have presents, food, treats, or any other deliveries, you may drop them off at the front desk anytime. Please remember to include the resident's name and the room number on the deliveries. Zoom calls, window visits and FaceTime calls are scheduled through life engagement if the resident requires assistance.

If you are participating in any type visit, please do not visit if you are experiencing any symptoms consistent with COVID-19 or have been exposed or potentially exposed to someone that is positive for COVID-19. If you develop symptoms or test positive within 14 days of your visit, please report to this information to the Unit Coordinator.

Please reach out with any questions.

Greenway Front Desk: 803-995-8100

Hilary Bassett, Visit Questions and Concerns: 803-995-8080

Compassionate Care Visit

Terra Ginyard, Unit Coordinator for Saluda, Congaree and Broad: 803-995-8115

Rachel Troutwine, Unit Coordinator for River Banks and Rose Gardens: 803-796-6801**

Christana Shoyoye, Unit Coordinator for Sanders Rehab: 803-796-6490 Ext 5137

Virtual Visits and Window Visits

Hannah Taylor, River Banks Life Engagement: 803-995-8114

Bob Michalski, Rose Gardens Life Engagement: 803-995-8069

Diane Cote, Skilled Nursing Life Engagement: 803-995-8070

John Tasevski, Sanders Life Engagement: 803-739-5021

**Please note that this is a corrected phone number since the last email