

**May 14, 2021**

To Residents and Resident Family Members of Licensed Area Neighborhoods:

**Still Hopes Vision: To Exemplify a New Expectation of Senior Living**

We have certainly experienced a new way of living the last year and a half, but we are full force across campus to assure we are embodying our Vision of “creating a new expectation of senior living.”

Our weekly employee COVID testing continues to yield all negative results and the County positivity rate for Lexington County continues to be below 5% in addition showing a “low” rating for Disease Activity in Lexington County. This now allows us to return to monthly routine testing. With new CMS guidance provided this week, we will only be testing unvaccinated employees during routine monthly testing. With this continued success, and approval from DHEC to adopt CMS guidance throughout licensed areas, we have some good news!

**Changes**

- **Fully vaccinated residents are no longer required to wear a mask unless around non-vaccinated individuals. Non-vaccinated residents should wear a mask when outside of their rooms along with social distancing from others.**
- **Visitors should still wear a mask when entering and walking through hallways/common spaces of the licensed neighborhoods.**
- **Residents that are fully vaccinated may enjoy group activities and communal dining together unmasked.**
- **Fully vaccinated visitors may visit unmasked with fully vaccinated unmasked residents in their rooms or outside but not in common areas of the neighborhoods.**
- **Fully vaccinated residents and visitors may enjoy a meal together in Emilie’s Café. (Residents must sign out to eat in Emilie’s Café).**
- **Visitation Hours are now extended to 8AM-8PM.**
- **Still Hopes vaccinated residents visiting from IL: Masks need to be worn in neighborhoods when not in the resident’s room.**

**Visitation**

All neighborhoods continue to offer **indoor visitation and outdoor visitation**. All visitors must check in at the Accushield at the front desk for symptom screening and wear the provided surgical mask. If a visitor is fully vaccinated, visiting a fully vaccinated resident, they may take off the mask in the resident room or outside.

If you are uncomfortable visiting or do not want to wear PPE, window visits and face time/zoom virtual visits can be scheduled.

The following guidelines are required to support resident and staff safety:

- **Visitation is 7 days a week 8AM- 8PM**

- Check in will start at 8AM and will end at 8PM sharp.
- Visitation time limits are not restricted.
- Residents are allowed two visitors at a time for indoor visits and four visitors at a time for outdoor visits.
  - There is no maximum number of visitors in one day unless it becomes an infection control issue, and we will re-evaluate.
  - Please coordinate with family and friends to avoid confusion and frustration amongst visitors.
  - Indoor guest numbers more than 2 need to be approved in advance by the ADON.
  - Outdoor gatherings of more than 4 people will be accommodated but need to be scheduled in advance with activities or the ADON.
- There is no age limit for visitors.
  - ALL visitors must always wear a well-fitting mask. We do not have children's mask available. You must provide a well-fitting mask for all children.
- Pets are welcome for visits. Pets must be well behaved and under the control of the visitor at all times. You must pick up after your pet.
  - To bring a pet to an indoor visit, you must provide vaccination records and receive approval in advance. This only needs to be done once. Please refer to activities for guidance.
- **All visits must take place in the resident's private room OR outside in designated locations. Indoor common areas inside of the neighborhoods are not to be used for visits which includes the family rooms, sunrooms, and dining rooms on each neighborhood.**
  - **Repeated use of common spaces, such as a dining room, for visits could result in temporary or permanent suspension of visitation privileges.**
- Visitors must wear the provided well-fitting mask and always adhere to infection prevention protocols. If it is reported that visitors remove PPE, visiting privileges may be suspended or revoked.
- Visitors must keep a safe social distance while visiting with the resident.
  - Vaccinated residents and family members may hug and have physical contact.
- All visitors are asked to report to the ADON if they develop symptoms consistent with COVID-19 or test positive for COVID-19 within 14 days of visiting with a resident.
- All visitors must perform hand hygiene before and after visiting.

### **Sanders Rehab Residents**

Please note that if your loved one is in Sanders Rehabilitation Suites, they will have therapy scheduled throughout the day. Visiting during therapy hours may postpone their progress. Please call the Sanders Nurse at 803-739-5025 or Heritage Rehab at 803-391-3380 to get their daily schedule.

### **Quarantine**

Fully vaccinated residents who are admitted or readmitted to the facility do not have to quarantine for 14 days. Residents who have been fully vaccinated only need to quarantine if there has been a confirmed exposure (less than 6 feet, greater than 15 minutes) to a COVID positive individual. Residents who are not fully vaccinated will continue previous quarantine protocols. Fully vaccinated residents may leave the community and come back without the need to quarantine. This still needs to be coordinated with the ADON or Unit Coordinator.

### **Compassionate Care and End of Life**

Compassionate Care Visits will continue for end-of-life circumstances, new admissions, and re-admission of residents. All compassionate care visits must be scheduled by the ADON of their respective neighborhood. Remember that non-fully vaccinated new admissions and re-admissions require a 14-day quarantine and therefore will need ADON approval before visiting.

Please remember that we may have to halt, alter, or cancel indoor visitation due to positive cases, county positivity rate, and state regulations. Thank you for understanding.

### **Employee of the Month and Job Well Done**

We would love to get your help recognizing our team members that go above and beyond! Attached with this letter are submission forms for Employee of the Month and “Job Well Done” cards. If you know of an employee that you would like to submit a "Job Well Done” card to or nominate for employee of the month, please fill out the attached form and email back to Hilary, [hbassett@stillhopes.org](mailto:hbassett@stillhopes.org). There are printed forms at the front desk as well.

Receiving a Job Well Done card also puts employees into a monthly drawing for monetary prizes!

**Greenway Front Desk:** 803-995-8100

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

**Tammy Freeborn ADON for Skilled Nursing Neighborhoods:** 803-739-5039

**Nicole Smith, ADON for River Banks and Rose Gardens:** 803-739-5036

**Deanna Barfield, ADON for Sanders:** 803-995-8064

**Hannah Taylor, River Banks Activities:** 803-995-8114

**Bob Michalski, Rose Gardens Activities:** 803-995-8069

**Diane Cote, Skilled Nursing Activities:** 803-995-8070

**John Tasevski, Sanders Activities:** 803-739-5021