

**November 19, 2021**

Dear Resident and Family Members of Licensed Areas,

During routine testing this week, three employees tested positive, one contract employee on Tuesday and two Still Hopes' employees today. All three work in Sanders Rehab. Residents were tested in Sanders because of exposures and unfortunately, four residents tested positive. Residents along with employees who reside and work in Rose Gardens were tested today and all tested negative.

We have received updated guidance from CMS (Centers for Medicare & Medicaid Services) and SCDHEC regarding visitation. Because of the new CMS guidance listed below (adopted by SCDHEC), we are required to treat all neighborhoods the same regarding visitation. It is important that ALL guests understand the inherent risk of visiting during an "outbreak" and all guests are still required to check in and undergo a screening check before entering any neighborhood.

**Sander's Rehab, Jane Bruce Neighborhoods (Saluda, Broad, Congaree), River Banks and Rose Gardens will be allowed unrestricted visitation despite the current "outbreaks."**

#### **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. 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 of 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 this information to the Unit Coordinator or ADON. Please reach out with any questions.

#### **THE FOLLOWING APPLIES TO ALL LICENSED AREAS**

**Visitation is now allowed for residents in ALL licensed areas at all times regardless of resident or visitor vaccination status.**

The memo states, "We acknowledge that there are still risks associated with visitation and COVID-19. However, the risks are reduced by adhering to the core principles of COVID-19 infection prevention. Furthermore, we remind facilities and all stakeholders that, per 42 CFR §483.10(f)(2), residents have the right to make choices about aspects of his or her life in the facility that are significant to the resident. Visitors, residents, or their representatives should be made aware of the potential risk of visiting and necessary precautions related to COVID-19 in order to visit the resident. However, if a visitor, resident, or their representative is aware of the risks associated with visitation, and the visit occurs in a manner that does not place other residents at risk, the resident must be allowed to receive visitors as he/she chooses."

**Please read this letter completely to understand there are still parameters in place such as Core Principles of Infection Prevention that must be adhered to.**

### **Core Principles of COVID-19 Infection Prevention**

- Visitors who have a positive test for COVID-19, symptoms of COVID-19, or currently meet the criteria for quarantine, should not enter the community.
  - All visitors will continue to be required to check in at the front desk for screening before every visit.
- Hand hygiene (use of alcohol-based hand rub) at check in, before and after visiting, and at checkout is required. Hand sanitizer stations are available at entry, front desk, resident rooms, and all elevators in addition to other locations throughout the community.
- Face covering or mask (covering mouth and nose) and physical distancing at least six feet between people in all common spaces including hallways and communal living areas.

### **Visitation During Outbreaks**

There is no limit on the number of visitors that a resident can have at one time, or the amount of time spent with the resident. Still Hopes strongly suggest visitors refrain from visiting during an outbreak. Visits should be conducted in a manner that adheres to the core principles of COVID-19 infection prevention and does not increase risk to other residents. The following protocols must be adhered to:

- While it is safer for visitors not to enter the facility during an outbreak investigation, visitors are still allowed without being scheduled. Visitors should be made aware of the potential risk of visiting during an outbreak investigation and adhere to the core principles of infection prevention.
- If residents or their representative would like to have a visit during an outbreak investigation, they should wear masks during visits, regardless of vaccination status, and visits should occur in the resident's room.
- Large gatherings (e.g., parties, events) where physical distancing cannot be maintained is still not allowed.
- Visitors should not wander around different halls of the community. Rather, they should go directly to the resident's room.

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

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

Virtual Visits, FaceTime Visits, and Window Visits

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

**Diane Fisher, Skilled Nursing Life Engagement:** 803-995-8070

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

