

November 12, 2021

To Residents and Resident Family Members of Licensed Area Neighborhoods:

Rose Gardens and Sanders had an exposure to an employee who tested positive for COVID-19 on 11/11/2021. All the residents were tested today, and all were negative for COVID-19. The neighborhoods were placed on quarantine as of 11/11/2021.

Please remember that you must check in and check out at the front desk for all visits.

- Saluda Indoor Visits Allowed
- Broad Indoor Visits Allowed
- Congaree Indoor Visits Allowed
- **Rose Gardens** Quarantine–Compassionate Care Visits **end Friday, Nov. 26th**
- Riverbanks Indoor Visits Allowed
- **Sanders** Quarantine-Compassionate Care Visits **end Thursday, Nov. 25th**

Please remember that these dates are estimates and can change at any time with a new exposure or positive case.

Infection Control practices such as mask wearing, hand washing, and symptom checks are still in place and should be adhered to. Do not visit if you are not feeling well or could have been exposed and only visit in resident rooms or outside. No communal areas such as the dining rooms or living rooms may be used for visits. All visitors should wear a mask while inside our community.

Reminders On Indoor Visits:

- Visitation is from 8AM-8PM unless given documented permission for special circumstance compassionate care visits or end of life visits.
- All visitors for indoor and outdoor visits must sign in at the front desk and use hand sanitizer before and after their visit.
- Only two visitors may visit inside at a time. Time is not restricted as long as resident care may be provided. Number of visitors throughout the day is not limited unless it becomes an issue.
 - Please be mindful of scheduling visits around therapy times if your loved one is participating in therapy.
- Outdoor visits may have up to 4 visitors at a time unless there has been special permission given.
- There is no age limit, but all visitors must wear a mask during their visit.
- Pets are allowed but must be approved by life engagement in advance.

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 scheduled through the Unit Coordinator for each neighborhood. Compassionate Care visits are 8AM-8PM every day of the week.

Overview of Compassionate Care Visits:

- Compassionate Care visits take place **in the resident's room** without other residents present. There are some circumstances where outdoor visits may be approved but the resident must be able to get to and from the courtyard without family assistance. No indoor communal areas are to be used.
- Visitors are limited to 2 people a day for a maximum of one hour. Visitors will be required to wear a surgical mask and face shield 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. This will be discussed when you request a visit.
- 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. If you are found to be in violation of our infection control practices, visitation privileges may be revoked or suspended.

Other ways to Communicate

We will continue to assist with Zoom calls, FaceTime calls, and window visits. Please remember you cannot open the window for window visits if the neighborhood is on quarantine. 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.

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

Niesha Kitching, Unit Coordinator for River Banks and Rose Gardens: 803-995-8101

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

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