

## Re: RESTRICTED VISITATION



March 13, 2020

Dear ESLC Family Members,

Monroe County remains a low-risk area for COVID-19, however in an effort to maintain the health of all residents, ESLC's core response team – under the recommendation of the New York State DOH and the Centers for Disease Control (CDC) – has made the decision to **restrict** all visitors to all ESLC buildings. This includes the Episcopal Church Home, Beatrice Place, Brentland Woods/Rockwood Center, Pinehurst, River Edge Manor, Seabury Woods, Upper South Senior Apartments, and Valley Manor.

Restricted visitation means ESLC will prohibit all visitation except for extreme circumstances such as an end-of-life situations or where a lack of visitation will result in severe social-emotional distress, or when family members need training for discharge from short-term rehab. In those cases, only two visitors will be admitted per resident per visit unless given special permission by executive director or social worker. Necessary healthcare support such as companion or healthcare aides, who are helping in the care of the resident, are permitted as usual. All staff and permitted visitors will be screened using a 4-part questionnaire, and soon temperatures will be taken upon arrival to rule out fever.

Other points of important information, include:

- All resident group outings have been cancelled.
- Individual medical appointments will be honored, if they are necessary.
- If you plan to take your loved one out, please consider the necessity of the outing. If your loved one is unable to meet you outside, please contact the executive director or social worker to coordinate. As directed by the CDC, elders should not attend large group gatherings (50+ people). Resident screening will take place upon return.
- Internal activities will be limited to groups of 15 residents or less.
- Beauty/barber shop will remain open in all communities, for now.
- All skilled nursing and assisted living residents' temperatures will be monitored daily.
- All laundry at SNF and AL communities that is typically done by families will be cleaned internally.
- Necessary items that you are dropping off need to be exchanged at the entrance.

ESLC is currently developing a Virtual Visitation Program which will entail using technology (supplying laptops, smart phones) to provide assistance for Facetime, Skype, etc. There will be additional information regarding this program as it develops.

We understand that this is a very challenging situation for you and your loved ones. COVID-19 is especially dangerous for older adults and it is essential that we limit possible exposure as a preventative measure. We thank you for your understanding. If you feel you have an urgent need to visit your loved one, or have any questions, please call the director or social worker of the community where your loved one resides, if applicable.

Sincerely,

A handwritten signature in black ink that reads "Amanda Teugeman". The signature is written in a cursive, flowing style.

Amanda Teugeman  
Vice President of Healthcare Services