



June 17, 2020

To Family Members and Friends:

Exciting news for River Terrace Retirement Community as we are past the 14-day quarantine period with our employees and will be allowed to have visitors outdoors. We were so very thankful to learn ISDH approved outdoor family visitation at long term care facilities last week. They have come to recognize that isolation for our Residents has had a negative impact on their wellbeing. The approval to allow outdoor visitation did come with restrictions and criteria for Residents, their families, and the facility. Attached you will find the all the requirements and criteria provided by ISDH.

All restrictions and criteria from ISDH are to be followed for all Resident and families regardless of level of care – Independent Living, Assisting Living and Health Care. Attached we are sharing our FAQs regarding visitation. It is important you review these carefully to be fully prepared for your visit.

We can only imagine the joy that will be felt when visits begin. Unfortunately, we will not be able to express that joy with hugs or touching. Social distancing is a requirement to comply with ISDH visitation restrictions. We will educate our Residents on social distancing and have provided a flyer for your review.

Please note if the facility were to have a Resident and/or employee test positive COVID, we will not be able to open the outdoor visitation per the ISDH criteria. There must be no new COVID cases that originated within the facility, including those involving Residents or staff, within the last 14 days (see the attached ISDH criteria).

To schedule your outdoor visit, please contact Activities Director, April Moellering, at (260) 824-8940 x 106. Because the outdoor visits are still limited on how often and how long, we encourage connection with your loved ones through phone calls, facetime, window visits, social media, zoom or ecards. We could not do this without the continued support of our families, and you are appreciated!

We remain #RiverTerraceStrong!

At Your Service,

Alicia Bauer, President