



June 5, 2020

To Family Members and Friends:

As you know we have had two asymptomatic employees test positive for COVID this week. The facility continues to battle this Pandemic and operate our infection control protocols as well as emergency preparedness protocols. We thank you for remaining patient and supportive as we continue to study guidance from the CDC, CMS and our state health departments to help determine what the reopening phase will look like for long term care facilities. We have new information to share this week:

- **Testing** – IMG recently required all symptomatic Residents and employees be tested for COVID-19 at the recommendation of the CDC and CMS. It was our hope if we could catch the virus early in its symptom phases, we could contain it quicker. Now we continue to learn more and more about the role asymptomatic caregivers play in spreading the virus. The only way to know whether our employees are carriers is through testing. ISDH will be requesting testing for all front-line workers sometime in June. To be ahead of this request, we began testing our employees last week. This will allow us to know where risk of exposure might be for our Residents and help us identify which Residents may need to test. We have found that Residents may also be asymptomatic. We cannot contain or control what we do not know. Testing gives us an opportunity to stay on top of the virus and do all we can to keep everyone safe. More information regarding ongoing testing will be provided by ISDH on frequency of testing for both employees and Residents. River Terrace is proof that a testing strategy does work as we were able to catch these employees through this most recent testing.
- **Outdoor Visitations** – We were so very thankful to learn ISDH approved outdoor family visitation at long term care facilities this 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. We are currently in the process of creating a policy and protocol to ensure we are meeting all the guidelines and requirements set by ISDH for outdoor visits. You can view all the requirements and criteria, provided by ISDH, at <https://www.riverterraceretirementcommunity.com/weekly-family-letters.html>. Unfortunately, because we have positive COVID employees, 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 link above to ISDH criteria above). Rest assured we will still be crafting our plan for visitation allowing us to provide this to our families and Residents as soon as we are able.

We continue to 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, Administrator