



July 2, 2020

To Family Members and Friends:

We are pleased to report the facility remains **without** any confirmed cases of COVID-19. The Indiana State Department of Health (ISDH) released exciting guidance for long term care facilities this week. We are working hard to get our policies and protocols in place to ensure we follow the guidance provided by ISDH. We are also working on creating what will be our new normal for our Residents and employees.

Below are the exciting changes coming soon to the facility. You will be updated as we roll out other pieces of the ISDH guidance in various phases.

- **Indoor Visitation** – We were so very thankful to learn ISDH approved indoor family visitation at long term care facilities this week. Please note that outdoor visitation remains the facility preference over indoor visitation. Research has shown that outdoor activities have 19X less risks than indoor activities. We will offer indoor visitation when outdoor visits are not feasible or in the best interest of the Resident. The approval for indoor visitation came with very strict 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 indoor visits. To prepare you for indoor visits, we have provided a FAQ sheet for your review. You may read the Indoor Visitation FAQs at <https://www.riverterraceretirementcommunity.com/uploads/media/IndoorVisitationFAQs.COVID19.pdf>.
- **Beautician Services** – We can hardly wait to welcome back our facility beauticians. The return of personal services will be a huge morale booster for our Residents. The beautician has strict guidance from ISDH to follow along with specific infection control procedures that we will be sharing with them over the next week. Please note if a Resident is positive for COVID or has COVID symptoms and/or is in contact droplet precautions, they will not be able to utilize personal care services until free of the COVID virus or the contact droplet precautions have expired. The facility will contact you when the beautician is back to work to schedule Resident appointments.
- **Communal Dining & Communal Activities** – We will slowly be working back into our communal dining and life enrichment activities. The restrictions for 6ft distancing require we look at our dining and activity spaces and create schedules to allow the facility to follow the ISDH guidance and strict infection control protocol. Any communal activities off the facility premises are still restricted. Please note if a Resident is positive for COVID or has COVID symptoms and/or is in contact droplet precautions, they will be unable to participate in communal dining or activities until free of the COVID virus or the contact droplet precautions have expired. The good news is our Residents will have the opportunity to be social again while inside the facility.

As always, you may reach out to your loved ones through phone calls, facetime, window visits, social media, zoom or ecards. We could not be happier to be looking ahead at our new normal and allowing restrictions to lift. Lifting these restrictions, we know is what is best for the mental wellbeing of our Residents. Lifting restrictions does not mean we lift our strict infection control practices. We will continue to be vigilant to do all we can to protect our Residents during this Pandemic. Thank you for your continued support as we navigate this new normal!

At Your Service,

Alicia Bauer, Administrator