

Dear Family and Friends,

As we try to return to some normalcy, we have updated the compassionate care procedure and family visitation policy. The family visitation policy is on a trial basis and, if abused, will be moved back to a more restrictive guidelines.

Remember, family visitors need to go directly to the resident's room and remain in the room until their visitation is over. They cannot be standing in the hallways, visiting others, going to the nurse's station, dining areas, or common areas. If family members of residents are being observed not following the policy, please, politely inform them that guidelines do not allow visitors in these areas.

I would like to update everyone one on a few changes that we are making on our compassionate care policy and our family visitation policy.

The Compassionate Care policy was established during the COVID period to assist residents through difficult times as they enter a new environment or have lost interest in life due to lack of family contact. What we have updated is that the Compassionate Care interdisciplinary team will be determining the guidelines that will be brought to families who have been approved for compassionate care.

Here are the guidelines the compassionate care interdisciplinary team will identify.

1. Who will be appropriate for Compassionate Care?
2. How many visitors will be permitted in resident room at one time?
3. Where family members can assist with their loved one during a compassionate care visit.
 - a. Resident room
 - b. Dining room
 - c. Activity events
 - d. Chapel services

Once a determination is made on compassionate care it will be distributed to all departments and reviewed by the Compassionate Care interdisciplinary team every two weeks for updates on visitation requirements.

The Family Visitation policy was revised on a trial basis.

1. Monitoring and screening of visitors is still required at the front entrance according to all CDC and CMS guidelines.
2. We will no longer identify a specific number of visitors in each area.
3. Visitation hours will still remain in place. (9:30 to 11:30 a.m. from 1:00 to 5:00 p.m. and from 6:00 to 9:00 p.m.) 7 days a week.
4. Family groups larger than 5 will need to be scheduled with Social Services and appropriate area will be determined and scheduled.
5. Food need to be reviewed by S.W. and individual packaged and food cannot be shared.
6. Family visits can be held in courtyards with precautionary measures in place.
7. If outside visitation cannot be met because of weather. The internal location that could be used is the Club House or the Circle Drive Area. SCU area will coordinate with Dietary the 3rd wing dining room area as a visitation area. COLC would use the family room for visitation.

Again, you will become a key part of making sure we do not spread this virus to residents, workers and families at Sheyenne Care Center. If you are sick and not feel well, please do not come and visit at this

time. Following the Core Principles which are wearing masks properly, washing hands and sanitizing frequently, social distancing, and staying away from large group events, is still the best way to keep this virus from affecting you and our residents, staff, and co-workers.

Please remember that the visitation changes will be under a trial period and all visitations will be monitored for compliance. If guidelines are not followed, visitation will need to be moved back to a more restrictive practice.

Thank you for understand the need to keep everyone here at Sheyenne Care Center safe from this Virus.