August 28, 2020

To our Residents, Patients and Family Members:

We are committed to keeping you informed about the latest happenings as it relates to the COVID-19 pandemic.

Yesterday, the task force on the Safe and Limited Re-Opening of Long-Term Care Facilities submitted their recommendations to Governor DeSantis on how to safely allow visitors in to facilities again. Their plan would allow for re-opening of facilities to the public statewide if the facility is COVID-19 free for 14 days. Each resident would be limited in the number of visitors and they would be required to wear masks and practice social distancing. We will be sure to inform you as soon as changes are approved by the governor.

Changes in Center for Medicare and Medicaid Services (CMS) regulations regarding the frequency of staff testing based on county positive testing rates for COVID-19 and testing related to outbreaks have been issued. Our teams are developing processes and plans to ensure we are meeting these new federal regulations. We have been on state-wide calls today to ensure we are following the most current regulations.

Virtual and Window Visits
With additional facilitators, we’ve been able to increase the number of virtual and window visits available, particularly on our Bartram Campus. If you’d like to schedule a visit with your loved one, please call (904) 990-6186 on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. or send an email to ConnectWithBrooks@brooksrehab.org.

As a reminder:

- Facetime or Zoom virtual visits are available Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. with the final call starting at 6:30 p.m. Each call will last for 30 minutes.
- Window visits can be scheduled Mondays, Wednesdays, Fridays and Sundays from 10 a.m. – noon and 5:30 - 6:30 p.m. for approximately 20 minutes each.

Additional Communication Opportunities

- Status updates: The assigned nurse will communicate directly with you if there is any change in the condition of your loved one.
- Care plan meetings: These are available via phone and scheduled by a member of our team.
Ongoing Safety Measures
Please be assured that resident and staff safety is our number one priority. We continue to follow all Agency for Health Care Administration (AHCA), Department of Health (DOH) and Centers for Medicare & Medicaid Services (CMS) regulations, which include:

- Screening anyone entering the facility for COVID-19 symptoms.
- Monitoring all residents and staff for any signs or symptoms of illness daily, including temperature checks.
- Not admitting anyone to our skilled nursing or assisted living campuses unless they have a negative COVID-19 test.
- Encouraging telehealth visits instead of an off-site physician’s visit when appropriate. We will also continue to follow the DOH recommendations to quarantine any patient or resident leaving the facilities for outside doctor appointments, emergency room visits or hospitalizations until they receive a negative COVID-19 test result.
- Maintaining our strict infection prevention strategies, including deep cleaning and disinfecting of all areas and surfaces.
- Testing all staff entering a long-term care or an assisted living facility for COVID-19 every two weeks. We want to assure you that any staff member who tests positive is immediately quarantined away from the facility and not allowed to return to work until meeting the symptom-based guidelines outlined above.
- Continuing with universal masking: Staff must wear a mask at all times. We are also providing face shields for additional eye protection as a way to reduce any potential risk in the event of an exposure. Residents are encouraged to wear a mask or face covering when either outside their room or if a staff member is inside the resident’s room.

We also want to remind you that our weekly communications along with a schedule of our monthly activities and our menus are available on the Bartram Crossing, Bartram Lakes and University Crossing websites. We also encourage you to follow our social media channels for photos and information. Brooks Rehabilitation is on Facebook, Instagram, Twitter and YouTube. Bartram Lakes is also on Facebook.

Thank you again for allowing us to care for your loved ones. If you have any questions, please feel free to reach out to Andy Andre or Maria Interiano directly.

Sincerely,

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Maria Interiano, VP Aging Services, Bartram Campus, (904) 528-3020
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