



September 11, 2020

To our Residents, Patients and Family Members:

We were almost as excited as you were to be able to welcome visitors back to our campuses this week. We appreciate your patience and cooperation as we work to provide the safest environment possible to visit with your loved ones.

We understand you have a lot of questions and we will do our best to outline the current visitation policies:

Per the [state's Emergency Order](#), limited visitation is allowed under certain criteria and is determined by the length of time since the facility last had a COVID-19 positive patient, resident or staff member. Visitation is defined within this rule as visits by an essential caregiver, a compassionate visit or a general visit.

### **Essential Caregivers and Compassionate Care Visitors**

If a facility has had a COVID-19 positive patient, resident or staff member within the past 14 days, the Emergency Order ONLY allows for a visit from an *Essential Caregiver* or a *Compassionate Care* Visitor.

**Essential caregivers** are those who have been given consent by the resident or his or her representative to provide services and/or assistance with activities of daily living to help maintain or improve the quality of care or quality of life for a facility resident. Essential caregivers include persons who provided services before the pandemic and those who request to provide these services on a *daily basis*.

**Compassionate care visitors** provide emotional support to help a resident deal with a difficult transition or loss, upsetting event or end-of-life. Compassionate care visitors may be allowed entry into facilities on a limited basis for these specific purposes.

- Essential caregivers and Compassionate care visitors must be designated in advance. Two per patient/resident can be designated.
- Only one designated visitor is allowed at a time.
- Visits will be scheduled for one hour per week to allow as many families to see their loved ones as possible. Families can only schedule one visit at a time.
- Visitors must complete training when they arrive the first time (this is included in the one-hour visit)

- Visitors must have surgical masks and any other PPE required by the CDC (Brooks will provide this for each visitor)
- Visitors are NOT required to have a negative COVID-19 test before visiting
- If a patient/resident is in quarantine for COVID-19, or on contact isolation for any reason, they are not allowed to have in-person visitors.

### **General Visitation**

Once there are no new COVID-19 cases in the facility for 14 days, general visitation may begin.

- Each patient/resident or his or her representative may designate up to five (5) general visitors.
- A resident may be visited by no more than two (2) general visitors at a time.
- Visits will be scheduled for one hour per week to allow as many families to see their loved ones as possible. Families can only schedule one visit at a time.

General visitors must also:

1. Be 18 years of age or older;
2. Wear a face mask and perform proper hand hygiene;
3. Sign a consent form noting understanding of the facility's visitation and infection prevention and control policies;
4. Comply with facility-provided COVID-19 testing, if offered;
5. Visit in a resident's room or other facility-designated area; and
6. Maintain social distance of at least six feet with staff and residents, and limit movement in the facility.

At any point, a facility may shift between allowing Essential/Compassionate caregivers to General Visitation depending on the time since the last COVID-19 case. Currently, University Crossing and Bartram Crossing are both following the Essential/Compassionate rules, while Bartram Lakes and the Green House Residences are allowing General Visitation. Our schedulers will know on any given day which facilities are following which schedule.

## To Schedule a Visit

### *In-person visits:*

- In-person visits will be available seven days a week through September 26: Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. and Tuesdays, Thursdays and Saturdays from 10:30 a.m. – 5 p.m.
- Starting September 27 visits will be available Monday, Wednesday, Friday and Sunday from 10:30 a.m. - 7 p.m.
- To schedule in-person visits, please call (904) 990-6186 on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. or send an email to [BrooksAgingServices@Brooksrehab.org](mailto:BrooksAgingServices@Brooksrehab.org).

### *Virtual or Window visits:*

- 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.
- If you would like to schedule a virtual or window visit with your loved one at any location, 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](mailto:ConnectWithBrooks@brooksrehab.org).

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](#).

Please know that our focus will remain on keeping our residents and staff safe from COVID-19, which has been our number one priority since this pandemic began. If you have any additional questions, please contact Andy Andre or Maria Interiano directly.

Sincerely,

Doug Baer, President and CEO  
Trevor Paris, MD, Chief Medical Officer  
Maria Interiano, VP Aging Services  
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Andy Andre, Administrator, University Crossing, (904) 345-8320  
Stephanie Hoover, Administrator, Bartram Lakes and Green Houses, (904) 528-3515