



Oct. 9, 2020

To our Residents, Patients and Family Members:

Thank you all for your continued patience and cooperation throughout the pandemic and especially now as we welcome back visitors to our campuses while maintaining the safest environment possible.

### **Visitation**

Per the [State's Emergency Order](#), limited visitation is allowed under certain criteria and must be scheduled in advance.

All of our locations are now following the general visitation rules as outlined in the Emergency Order. The criteria for general visitation is as follows:

- 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 schedule two visits at a time up to one week in advance.

General visitors must also:

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

In-person and virtual visits (Facetime & Zoom) are available on Mondays, Tuesdays, Wednesdays, Fridays and Sundays. Visitation is not offered on Thursdays or Saturdays.

Visits can be scheduled by calling **(904) 990-6186** on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. We do not have staff members available outside of those hours. You can also send an email to [BrooksAgingServices@Brooksrehab.org](mailto:BrooksAgingServices@Brooksrehab.org). Please let us know the patient/resident name, location and if you would like to schedule a virtual or in-person visit and someone will contact you as soon as possible.

*Please note:* At any point, a facility may shift between allowing General Visitation to allowing only Essential/Compassionate caregivers, depending on the length of time since the facility last had a COVID-19 positive patient, resident or staff member. Our schedulers will know on any given day which facilities are following which schedule. Restrictions for Compassionate Visitation Guidelines are more stringent than for General Visitation.

## Dining and Activities

We are happy to announce that communal activities are once again available in our facilities. Communal dining is also open at Bartram Crossing and University Crossing. Bartram Lakes will resume communal dining on Oct. 19 after new flooring installation is completed. Residents will be appropriately social distanced and masks are encouraged.

We also want to remind you that 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 patients, 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, Wes Marsh or Stephanie Hoover directly.

Sincerely,

Doug Baer, President and CEO

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