



November 18, 2020

To our Residents, Patients and Family Members:

As the holiday season approaches, we want to make sure we continue to follow infection control guidelines to keep your loved ones safe. Preventing community spread is key to keeping seniors and caregivers protected. We urge visitors to take every necessary precaution to protect long-term care residents and healthcare staff, and minimize the risk of an outbreak in our long-term care facilities. Florida's long-term care centers have made significant progress to reduce the spread of COVID-19, with recent Department of Health data showing that over 99% of long-term care residents and over 98% of staff free are COVID-free.

Visitation

As a reminder for all locations:

- This week, the Bartram campus and University Crossing are allowing compassionate caregivers only. You can access the latest Division of Emergency Management order through this link to the [updated emergency order](#). In this order, you will find the latest visitation requirements. Compassionate care visitors provide support, including emotional support, to help residents deal with difficult transition or loss, upsetting events, end-of-life situations, significant changes (such as recent admission to the facility), the need for assistance, cueing or encouraging with eating or drinking, or emotional distress or decline.
- We strongly encourage all visitors to call the facility before arriving to ask about visitation status, if the patient/resident is on contact isolation and when they are scheduled to be in therapy that day. We will also be able to give you a general idea about building capacity.

Bartram Lakes: (904) 528-3500

The Green House Residences: (904) 528-3505

Bartram Crossing: (904) 528-3000

University Crossing: (904) 345-8100

Testing

Based on the current guidelines, we are once again testing all staff at our skilled nursing facilities on a weekly basis. This is determined by the county's COVID-19 positivity rate as calculated by CMS on a rolling average basis. Our latest weekly COVID-19 positivity rate for Duval County from Nov. 8th – Nov. 14th, 2020 is at 7.5%.

Fall-themed Fun

We are preparing some fun-filled, fall-themed activities for our guests and residents that they are sure to enjoy. We 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](#).

Holidays

The Centers for Disease Control and Prevention (CDC) issued [guidance](#) around hosting or attending holiday gatherings, including:

- Checking the COVID-19 infection rates in areas where attendees live on state, local, territorial, or tribal health department websites.
- Limiting the number of attendees as much as possible to allow people from different households to remain at least six feet apart at all times.
- Hosting outdoor rather than indoor gatherings as much as possible.
- Avoiding holding gatherings in crowded, poorly ventilated spaces with persons who are not in your household.
- Requiring guests to wear masks.
- Encouraging attendees to wash their hands often with soap and water for at least 20 seconds.
- Provide guests information about any COVID-19 safety guidelines and steps that will be in place at the gathering to prevent the spread of the virus.
- Cleaning and disinfecting commonly touched surfaces and any shared items between use when feasible

Reminder: Residents leaving the facility temporarily must wear a face mask, if tolerated by the resident's condition. We do encourage eye protection as well. We encourage the residents/patients and their families to adhere to infection prevention and control requirements, including social distancing and especially hand hygiene.

All residents/patients will be screened upon return to the facility. If upon return, the resident does not pass screening criteria, they will be quarantined or isolated based on their circumstances consistent with CDC guidance. If the resident passes screening criteria, then they do not have to be quarantined or isolated. Please continue to monitor any updates from the CDC or Department of Health.

Helpful Links:

- <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>
- <https://www.ahcancal.org/Survey-Regulatory-Legal/Emergency-Preparedness/Documents/COVID19/CDC-Overview-Pharmacy-Partnership-LTC.pdf>
- https://ahca.myflorida.com/docs/DEM_ORDER_NO_20_011_In_re_COVID_19_Public_Health_Emergency_Issued_October_22_2020.pdf
- https://ahca.myflorida.com/docs/Emergency_Order_Revises_Visitation_Restrictions_at_Residential_Skilled_Nursing_and_Long-term_Care_Facilities.pdf
- https://www.fhca.org/images/uploads/pdf/FHCA_Side_by_Side_Comparison_DEM_20-0011_and_20-009_10-23-2020_.pdf

Safety continues to be our number one priority. Please know that we are strictly adhering to all directions from the local and state health department to keep your loved one safe. If you have any additional questions, please contact Andy Andre, Wes Marsh or Stephanie Hoover directly.

Sincerely,

Doug Baer, President and CEO

Trevor Paris, MD, Chief Medical Officer

Maria Interiano, VP Aging Services, (904) 730-1814

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Stephanie Hoover, Administrator, Bartram Lakes and Green Houses, (904) 528-3515