

May 18, 2021

Dear Families and Friends,

As we continue to work through what we hope is the end of the COVID-19 Pandemic, we would like to take this opportunity to remind you of our visitation guidelines. While many areas of our society are opening and have fewer restrictions, as a healthcare provider we are required to abide by regulations set forth by the Centers for Medicare and Medicaid Services, the Centers for Disease Control, Kansas Department of Health and Environment, Kansas Department of Aging and Disability Services, and County Health. Failure to abide by or enforce the established Infection Prevention requirements may result in another outbreak of illness, large financial penalties, and potential denial of payment for those who rely on Medicare and Medicaid as their primary payer source.

For these reasons we ask you to remember the following:

1. Masks are required at all times when in commons areas of our building. Masks are required regardless of vaccination status.
2. Indoor visitation is encouraged, but visitors must take a direct path to the location of their visit, avoid contact with all others, and notify staff that they wish to leave the building. Staff must account for all visitors in the building and escorts are required.
3. Timely arrival is essential for arranged visits. We are required to screen all visitors and disinfect rooms and visiting areas following each visit. Failure to arrive on time interrupts workflow and creates extra work for staff who conduct check-in and post-visit sanitation. Failure to arrive on time may also disrupt your loved one's routine schedule and create confusion.
4. Please use the restroom prior to your visit. We will accommodate emergency needs, but staff must disinfect bathrooms following use by the public. Our staff are regularly screened for infection and have been educated on infection prevention protocols, but visitor use of bathroom facilities requires disinfection for the safety of others.
5. When you take your loved one on an outing, please do not enter the building upon returning. We must pre-plan screening and disinfection for all visitors, and unexpected in-room visits are difficult to accommodate.
6. Please avoid use of our courtyards. Although they are outdoor spaces, they are considered to be commons areas.
7. Please do not invite your loved one's friends to join you during visitations. Unexpected contact may require additional infection prevention protocols and makes contact tracing difficult.
8. Please do not exit and re-enter the building. Doing so can create additional cleaning requirements.

We are as eager as you are to see this pandemic end and all restrictions lifted. We remain very focused in keeping everyone healthy and safe. While most guests have been very considerate in following established guidelines, some have exhibited confusion or failed to follow required protocols. In order to avoid unnecessary illness, citations, and fines, we ask that you work with us as we remain compliant with all requirements until the pandemic has officially ended.

Sincerely,



Kris Erickson, CEO