

RE: St. William's Living Center Visitation and Infection Control Update January 20, 2021

Dear St. William's Living Center Residents, Friends, and Families:

We are very excited to share news that we will soon be able to resume visitation and warmly welcome visitors back Monday, January 25, 2021. St. William's Living Center currently has no active staff or resident cases of COVID-19. To resume indoor visits, Medicare rules require that the county positivity rate be below 10% and a facility must have no new COVID-19 cases for at least 14 days and two rounds of negative tests for all staff and residents.

Please find the enclosed visitation guide explaining the visitation process. All visits must be scheduled, only two visitors may visit with one resident at a time. We prefer visitors to visit during business hours, Monday through Friday from 8:00 am to 5:00pm. If you are unable to visit during business hours, you must schedule a visit with the activity department by calling 218-338-1010.

We encourage loved ones to communicate with our residents by phone, video chat, or a window visit in Vogrin Hall if possible. You may call our activity department at 218-338-1010 to set up a time to schedule a video meeting or window visit with a resident.

Over the course of the past two months, we have worked closely with the Minnesota Department of Health to evaluate and update our infection control program. The handout included with this letter is intended to help educate residents, families, and visitors on proper hand hygiene, mask use, and personal protective equipment use.

Questions, Concerns, or Complaints

Should you have any questions, concerns, or complaints, please do not hesitate to contact us at: Tim Kelly, Administrator at 218-338-1001; Lori Roers, Director of Nursing at 218-338-1009. We realize that this pandemic has been hard on residents and their families and I want to make sure that we are appropriately addressing any concerns that you have.

Sincerely,



Tim Kelly, Administrator

ST. WILLIAM'S LIVING CENTER VISITATION GUIDE

The purpose of this guide is to explain the process for visitation at St. William's Living Center. Visitation may change for several reasons including if a resident or staff person tests positive for COVID-19 or if the county positivity rate is greater than 10% in Douglas or Otter Tail county.

- **Indoor Visits Must Be Scheduled in Advance:**
 - Guests may schedule an indoor visit by calling the business office at 218-338-1061 during business hours Monday – Friday 8am to 5:00pm. Evening or weekend visits need to be scheduled by calling the activities department at 218-338-1010.
- **Entry Screening:** All visitors entering the facility will be actively screened for signs and symptoms of COVID-19 at a screening station prior to the visitor walking through the facility.
 - All visitors to the nursing home should enter door A on Jackson Street to be screened.
 - All assisted living visitors should enter door E McCornell Avenue to be screened.
 - Only visitors that are visiting residents in quarantine or isolation need to be escorted to the resident rooms.
- **Visitor Sign-in and Out:** All visitors will be asked to sign in upon arrival at the facility. Visitors must leave a phone number when they sign in and must sign out prior to leaving.
- **Hand Hygiene:** Alcohol-based hand rub is available for persons visiting residents and signage is present throughout the facility for hand hygiene.
- **Facemask Required:** Residents will wear a mask as tolerated, and visitors must wear a mask provided by SWLC at all times.
- **Limited Visitor Movement in Building:** The visitor must take a straight path to the resident room.
- **Number of Visitors are Limited Per Resident:** Two visitors per resident.
- **Physical Contact is Not Permitted:** Due to the risk of exposure, holding hands and kissing is not allowed during visits.
- **Restrictions for Children & Pets:**
 - Visitors under age 12: are the responsibility of the adults who bring them and children must comply with social distancing and face covering requirements.
 - Pets are allowed during visiting. Pets must be leashed and under the control of the visitor. Residents may interact with pets brought for visiting.
- **Social Distancing:** All visitors must maintain 6 feet social distance.
- **Taking Residents Outdoors:** Residents may accompany their visitors outside for a walk, maintaining 6 feet of social distance. Pushing a wheelchair is an acceptable activity while wearing PPE.
- **Prospect Tours:** Visitors are permitted for a final controlled walkthrough tour of the facility for prospective residents.
- **Residents in Isolation:** Visitors are not allowed for residents that are in isolation unless it is a compassionate care visit.
- **Visitors may not eat or drink while in the building.**

Residents may not eat while they have a visitor unless the resident is care planned to have a visitor aid during meals.

St. William's Living Center Infection Prevention and Control Program Handout

- 1) Hand Hygiene for Residents
 - a. Staff will assist residents with hand hygiene with cares and prior to eating and when hands are visibly soiled.
 - b. Staff can utilize hand sanitizer and hand washing with soap and water as appropriate for residents.
- 2) Mask Use for Residents
 - a. Mask use will be encouraged whenever residents are within 6 ft of staff and other residents.
 - b. Masks are encouraged in the hallway and at any group activities.
 - c. Residents will be encouraged to wear masks to and from meals.
 - d. Masks will be provided to residents by St. William's Living Center
- 3) Family and Visitors Hand Hygiene
 - a. When entering the building during the screening process visitors will utilize hand sanitizer provided or wash hands in the sink prior to visiting a resident.
 - b. Hand sanitizer stations are placed outside of every resident room.
- 4) Family and Visitor Mask Use
 - a. St. Williams will provide masks to family when they enter the building to be screened.
 - b. Mask must be worn at all times when in the facility.
 - c. No eating will occur during visits so that mask can remain in place.
 - d. Families will go directly to resident rooms
- 5) Quarantine or Isolation Visits
 - a. Family will be trained by staff on proper Personal Protective Equipment use prior to entering a room of a resident in Quarantine or Isolation.

Should you have any questions, please feel free to contact us at: Tim Kelly, Administrator at 218-338-1001; Lori Roers, Director of Nursing at 218-338-1009.