



SEPTEMBER 3, 2020 VISITATION UPDATE

Well, yesterday was a busy day as we collectively got our heads around the Governor's Emergency Order that addresses lifting the ban on visitation for nursing home and assisted living facilities. (This Order does not apply to independent living areas). This ban has been in effect since March 15, 2020 according to Emergency Order 20-006 prohibiting all non-essential entry into long-term care facilities except in certain limited circumstances. Thanks to you, our residents, family and team members, and your full cooperation, we have realized significant success dealing with this pandemic and keeping our treasured residents safe. The downside of this ban has been dealing with the effects of social isolation. Therefore, the good news is this new Emergency Order will go a long way in helping us reunite residents and families.

Plymouth Harbor's Visitation Station

Last Friday and before the Emergency Order was signed, Karen Novak and I shared with you our plans to open a "new and improved visitation station" in our Care Partner Resource Center (N-213). We were, and still are, excited on so many levels that Plymouth Harbor was willing to "push the envelope" to break isolation without breaking regulation. The Emergency Order does not change any of this. We will still encourage our residents of the Smith Care Center, Seaside Assisted Living and Starr Memory Care Residences and their guests to use this as their first choice in visitations for at least the foreseeable future. I will outline the process later in this Splash update.

A Few Highlights of the Emergency Order

The Governor has defined three type of visitors under this Emergency Order and they are:

- 1. Essential Caregiver:** An individual who provides health care services or assistance with activities of daily living to help maintain or improve the quality of care or quality of life of a resident.
- 2. Compassionate Care Visitor:** An individual intended to provide emotional support to help a resident face a hard situation, such as: end of life, major upset, difficult transition or loss.
- 3. General Visitors:** Applies to individuals (18 years or older) who are not designate as an Essential Caregiver or Compassionate Care Visitor.

The following general visitation conditions must exist according to the Emergency Order to allow indoor or outdoor visitations:

1. Fourteen (14) days with no new facility onset of resident or staff COVID-19 cases;
2. Sufficient staff to support management of visitors;
3. Adequate PPE (protective personal equipment); and
4. Adequate cleaning and disinfecting supplies.

Yesterday, we had a "soft opening" of our Visitation Station and will continue this for the next few days. We plan to be fully operational early next week. The policy and procedure (working copy) is as follows:

Plymouth Harbor's Visitation Station Policy and Procedure

Policy:

Plymouth Harbor offers a quiet space for residents of the Smith Care Center, Seaside Assisted Living and Starr Memory Care Residences to visit with their loved ones. It is Plymouth Harbor's goal to make this a comfortable and safe space for people to share in conversation and fellowship. For this reason, we have decided to create two visitation stations within the Care Partner Resource Center located in the North Garden formerly known as apartment N-213.

Plymouth Harbor is committed to do all it can to enhance the resident experience through these challenging times related to the pandemic.

Procedure:

We are asking all our residents and their guest to follow the procedure listed below to ensure a safe and rewarding visit.

1. Visitation is permitted only when there has been no positive cases in the last 14 days for staff or residents in the area in which each person lives (e.g., Assisted Living, Memory Care and Smith Care Center). Scheduled visits will be canceled in the event of a positive case. (ref. Executive Order 20-52 visitation revisions effective September 1, 2020)
2. Visitors must be 18 or older.
3. Visitors will be limited to two (2) per resident per visit.
4. Visits can be scheduled by calling 941-361-7401. Please leave your name, telephone number, as well as your preferred day and time to visit, and who you wish to visit. You will be contacted by our Scheduler at their earliest convenience.
5. Visits will be scheduled in blocks of one (1) hour:
 - The first 15 minutes will be visitor screening, check-in and preparation.
 - Residents being visited will arrive after the visitor check-in period.
 - Visits will be limited to 30 minutes or less to allow enough time to sanitize and prepare for the next visitors.
6. A Plymouth Harbor monitor will be present to answer your questions, provide you with our required paperwork, as well as help you with Personal Protective Equipment (PPE) and assist with your visit.

7. Visitors will arrive at north entrance lobby of North Garden. Each visitor must be screened regarding possible exposure to COVID-19, including having their temperature taken. If a visitor does not pass every element of the screening, then their visit is pending review by Plymouth Harbor's Administrator of Strategic Healthcare Initiatives or her designee. The Screener at North Garden lobby entrance will be able to provide you with directions to your visit.
8. Visitors will proceed directly to Care Partner Resource Center (N-213) after being screened. This is where the Visitation Station is located. Residents will be escorted to the Visitation Station to ensure the timeliness of your visit.
9. Each visitor will receive, review and acknowledge receipt of this policy, as well as the use of PPE and other infection control measures (e.g., social distancing of at least six feet). A log will be kept of residents being visited, as well as visitor's arrival time and departure. All logs will be provided to the Administrator of Strategic Healthcare Initiatives in accordance with the requirements of compliance set forth by the State of Florida.
10. Prior to entering a visitation room, each visitor will don an appropriate mask.
11. Residents must wear a mask unless health concerns outweigh the benefit of doing so. Visitors will be monitored by staff designated by Plymouth Harbor to ensure full compliance with use of PPE and maintaining other infection control measures. Masks may only be removed by a visitor while eating or drinking.
12. Frequency of visitation will be pending based on campus-wide utilizations and appropriate staff availability.
13. All guidelines are in accordance with the Executive Order of the Governor effective September 1, 2020. Policies and procedures are subject to change as more communications with State agencies of compliance come into place.

Your patience during this time is appreciated as we all work to ensure a reopening in phases that keep all (residents, staff, families and visitors) safe during this time.

Independent Living Areas

While this Emergency Order does not apply to our independent areas, rest assured they have not been forgotten. As we shared with you on our video update on Monday, September 1, 2020, our team has been working collaboratively with the Resident Association leadership to create opportunities for socialization, if you missed that video here is the link and I encourage you to see it again.

<https://www.youtube.com/watch?v=grCIguSZpSI&feature=youtu.be>

Our team spent considerable time yesterday discussing and planning how we will go about re-opening the independent living side of the campus for outside visitors and have developed some specific options that we will be announcing soon. We are continuing to be very cautious as to not disrupt the success we have realized thus far in keeping the virus out of Plymouth Harbor. You can expect more details late this month. Please bear with us as I promise we will re-open with attractive options in a few short weeks.

Let us celebrate together, but cautiously and remember this Emergency Order should in no way be misinterpreted as "the pandemic is over." We are still in this fight and will likely be for some time to come.

Please live cautiously and stay well.

A handwritten signature in black ink, appearing to read "Hobson".

Harry E. Hobson
President & CEO

A SPECIAL VIDEO UPDATE ON CHANNEL 196 AT 4 P.M. TODAY