

COVID-19: DELAY VISITATION IN SETTING

August 13, 2020

Dear Residents and Families,

The Minnesota Department of Health (MDH) recently issued guidance that outlines criteria and makes recommendations on how we can safely re-open our setting to visitors and continue to protect the health of our residents and staff. MDH is allowing individual communities to make the final decision on re-opening to visitors, based on our unique situation.

Resuming visitation in our setting is a difficult decision because it will increase exposure to the virus and our residents are at higher risk of complications if exposed to COVID-19. Yet, we also know that the ongoing separation from family and friends and feelings of isolation can also have a negative impact on our residents. The threat of this devastating and deadly virus is still with us. Minnesota is experiencing an increase in the number of positive cases in areas across our state, which can pose a greater risk of exposure to both our residents and our staff.

The MDH guidance has specific criteria that we will evaluate to determine when we can safely re-open our setting to visitation. It also applies to when we may need to restrict visitation based on the status and risk of exposure to COVID-19 for our residents and staff.

Based on a thorough review of this guidance, an assessment of our current status and COVID-19 response plan, and our commitment to protect our residents and staff, we will not be resuming visitation inside our building at this time. We have recently implemented our Essential Caregiver Program and would like the opportunity to evaluate the program and the potential effects it will have on our community before opening up further.

We will continue to re-evaluate this decision and will keep you informed on the status of when we will resume visitation in our setting. We understand this is difficult news to receive. Please know we continue to offer outdoor visitation, window visits and visits through technology, as well as support compassionate care visits, and essential caregiver visits for designated residents.

As we want the visitations we are currently offering to be accessible, we have altered one of the requirements of our Essential Caregiver Program after further consultation with our Medical Director. At this time, we will no longer be requiring a negative COVID test in order to start your Essential Caregiver visits.

We deeply appreciate the sacrifices you made to limit the impact of COVID-19 on our community and your patience as we prepare our setting to host safe visitation and other activities. Our entire team looks forward to seeing you again as families, friends and volunteers are a core fabric of what makes our community so special.

Thank you again for being partners with us in fighting the COVID-19 virus. Please do not hesitate to reach out to us at mtobalsky@crestviewcares.org or jbiehn@crestviewcares.org if you have any questions or concerns.

Sincerely,

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