

COVID-19: VISITATION UPDATE

Effective March 22, 2021 at 12:00 Noon

To the People We Serve,

We are very excited to share the news that state and federal guidance that limited visitation in our setting has been revised. As a result, we can safely open our doors to more visitors. Additionally, those residents who are fully vaccinated will be able to come and go without the need to quarantine upon return. Therefore, we are in Phase One of reopening! However, if there is a positive case of COVID, open visitation for the building/area affected will be halted until the subsequent testing has occurred. Therefore, please check the hotline at 763-706-2560, prior to visiting if you are in question.

The Centers for Medicare & Medicaid Services (CMS), the Centers for Disease Control and Prevention (CDC) and the Minnesota Department of Health (MDH) have issued guidance on how we relax visitation restrictions and continue to protect the health of our residents and staff. We are working swiftly to interpret and confirm details, revise policies, educate staff, and prepare to welcome loved ones with fewer restrictions in place. We are carefully developing a safe and comprehensive plan and ask for your patience as we develop new protocols that comply with regulatory guidance.

While we prepare for these exciting changes, here are a few details you can expect:

- Visitors will be screened for symptoms of COVID-19 as they enter our setting.
- Visitors will be required to practice hand hygiene and wear facemasks per guidelines to observe appropriate infection control and prevention practices.
- We are so happy to share there will be no restrictions from physical touch with your loved ones. However, visitors will be expected to remain socially distanced from other residents.
- We encourage visitors to get vaccinated, but it will not be required.
- The screening process will remain the same at each site, and in Phase One, the number of visitors per resident will be two people at a time.

Please note, while visitation is greatly expanded under the federal and state changes, there are a few distinct exceptions tied to unvaccinated residents and residents with confirmed COVID-19 infections—so these policies will not look exactly the same for every single resident in every circumstance.

Our ability to relax visitation restrictions would not have been possible without two important factors: the high rate at which our residents have received vaccination from COVID-19 as well as the incredible commitment and dedication of our staff team, who have worked tirelessly to manage the risks of COVID-19. We know that you, too, have made sacrifices during this incredibly difficult time, and thank you for your patience and understanding.

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

Thank you again for being partners with us in fighting the COVID-19 virus. Your support, prayers, and caring will not be forgotten. **Please do not hesitate to reach out to Holly Stange, Campus Administrator, at 763-762-8425 if you have any questions or concerns. For Columbia Heights, please reach out to Julia Graupner, Senior Campus Administrator, at 763-782-1606. (For Crest View Lutheran Home, please contact Karrie Tipler, Interim Care Center Administrator, at 763-782-1620.)**