

April 8, 2021

Dear Resident and/or Responsible Party,

Praying that you all had a blessed Easter. I hope that you all have been enjoying this beautiful weather and taking full advantage of visiting with your loved ones in our community room and outdoor courtyard.

I just want to repeat that as you may have heard, the Governor has issued new guidance regarding visitations. While much remains the same, there are a few changes that will be occurring. Even with these changes all visits will continue to be scheduled and supervised and will be held in our Community Room.

Visitation Guidelines:

We at Genacross appreciate your understanding and patience as we implement the State's guidelines to manage visitors to ensure the health and well-being of all residents and staff. Here are the guidelines that will be implemented and enforced at our campus:

- All visitors must be screened for COVID-19 each time upon entering the facility, which includes a questionnaire and temperature screening.
- Exposure to COVID-19, cough, shortness of breath, and body temperature of 100.0 degrees Fahrenheit or higher are disqualified from visitation.
- All visitors will access facility through front entrance, all other entrances will be locked
- Upon entering and being screened, visitors are also required to provide name and contact information including telephone number and address. A screening device is provided at the front entrance of our facility and should be utilized.
- Visitors are required to wear a face covering at all times while in our facility, if visitors refuse to wear face covering, Genacross is not permitted to allow visitation to occur.
- Visitors must adhere to social distancing requirements.
- No more than 2 visitors are permitted per resident per visit.
- Genacross highly recommends, for the safety of our residents, contact-free visits, however, if a resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after. Visitors should physically distance from other residents and staff while in facility, at all times.
- Fully vaccinated refers to a person who is ≥ 2 weeks following receipt of the second dose in a 2-dose series, or ≥ 2 weeks following receipt of one dose of a single-dose vaccine.
- Visits must be scheduled with the nursing home in advance. Visitors will be provided a time for the visit as well as the length of the visit in advance of the visitation date.
- Hand sanitizer will be made available to visitors and residents for use before, after, and during the visit.
- Genacross strongly encourages visitors to be tested prior to coming to visits, within 2-3 days, however this is not required.
- Genacross strongly encourages visitors to be vaccinated, however this is not required.

It is important to note that Genacross is required to evaluate many factors in deciding to provide visitation including:

- Positive cases in surrounding community
- Case status in the nursing home(s):
- Staffing levels;
- Access to adequate testing for residents and staff;
- Personal protective equipment supplies; and
- Local hospital capacity

In the event that any of the above are not where they need to be, Genacross may have to limit or stop visitation.

A few circumstances when indoor visitation shall be limited due to a high risk of COVID-19 transmission are limited for:

- Unvaccinated residents, if the nursing home's COVID-19 county positivity rate is greater than 10 percent and less than 70 percent of residents in the facility are fully vaccinated;
- Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met the criteria to discontinue precautions; or
- Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine.

Current COVID-19 Numbers:

The Genacross Toledo isolation unit currently has 0 confirmed COVID-19 resident/patient cases.

If any resident tests positive for the virus or displays signs or symptoms of the virus, they will be moved to the isolation area.

Safety precautions will continue to be in place such as; prior to each shift, employees are required to wash their hands, take their temperatures, and answer a series of questions to ensure they are not exhibiting any known symptoms of the virus.

There have been 1 confirmed COVID-19 employee case(s) to date. Any employees who develop symptoms during a shift are sent home immediately. At that point, they are directed to quarantine at home. Staff members are provided with appropriate PPE to ensure their safety as well as the safety of the residents they are caring for.

We continue to follow all guidance set forth for privacy, patient care, employee safety, and efforts to stop the spread of COVID-19, as provided by the Ohio Department of Health (ODH) and the federal Centers for Disease Control and Prevention (CDC) and Centers for Medicare and Medicaid Services (CMS). If you have questions or concerns, please call 419-861-5600 for clarification. On behalf of the entire Toledo staff, I want to thank each of you for your continued patience and prayers. It means a great deal to us.

Sincerely,

Cathleen M. Voyles-Baden
Executive Director

[GenacrossLutheranServices.org/ToledoCampus](https://www.GenacrossLutheranServices.org/ToledoCampus)



Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life's journey.

