



Dear Residents, Families and Friends

We want to again say thank you for your patience and support as we have worked through this unprecedented situation. We know everyone remains anxious concerning our efforts toward reopening and we therefore wanted to provide an additional update based on the guidance received from the Oklahoma State Department of Health. Late last week, the Oklahoma State Department of Health released a lengthy memorandum providing guidance on the conditions which facilities must meet in order to begin reopening. This week it was amended and we expect that there may be additional changes as conditions evolve. However, based on the information we have received to date, we have developed the plan set out below. Please know that in developing this plan we have done our best to comply with the mandates provided by the state, the CDC and our own health professionals while also balancing the strong desire that our residents have to again receive visitors and the strong desire of their loved ones to be allowed visitation in a more personal way.

Below is a short summary of what to expect. We have also provided an attachment which provides more detail and will hopefully address many other questions that you may have.

Introduction and Summary of the Reopening Process:

In order to address the risks posed by the COVID 19 pandemic, it has been determined that reopening of facilities should be performed in a “phased” process. Depending on a number of factors, including whether facility residents have been exposed, are currently experiencing and/or are currently recovering from COVID 19, the prevalence of COVID 19 within the community at the time, availability of appropriate equipment and other factors, a facility will be identified as being in **Phase 1**, **Phase 2** or **Phase 3** of the reopening process. These Phases, and the conditions which attach, are described briefly below and more fully in the attachment which is being provided.

Phase 1

Phase 1 is the most restrictive status and is intended to represent a Facility implementing the highest levels of control protocols. All State facilities have been in **Phase 1** and will remain in **Phase 1** until they have met conditions established by the State, the CDC and their medical professionals. During **Phase 1**, facility ingress and egress is strictly limited with a goal of maintaining the lowest level of potential exposure. During **Phase 1** there is a ban on traditional, in person, visitation. A Facility remains in **Phase 1** until, at a minimum (i) it has no active cases and (ii) it has been free of COVID 19 for not less

than 14 calendar days. Therefore, for example, if a facility is currently experiencing active COVID cases, it will necessarily remain in **Phase 1**. In addition, if the conditions in the county in which the facility is located indicate a change in the trajectory of cases (based on standards defined by the Oklahoma State Department of Health) then the facility is also required to remain under **Phase 1**.

Phase 2

Phase 2 is a transitional period at the conclusion of **Phase 1**. A facility must remain in **Phase 2** for not less than 14 days. During **Phase 2**, certain restrictions which are in place during **Phase 1** will be lifted; however, a ban on traditional, in person, visitation will still remain in place. The facility may allow visitation under controlled conditions in response to compassionate care situations and/or in response to matters of medical necessity in accordance with physician orders. A facility must successfully complete **Phase 2** before it can move to **Phase 3**.

Phase 3

Phase 3 represents the final stage as a facility begins to lessen restrictions. It should be emphasized, even in **Phase 3**, many safeguards and conditions (as described below) will remain in place for the protection of facility residents. During **Phase 3** a facility will begin allowing in person visitation under controlled conditions and most typically by appointment. Visitors will be screened and must agree to comply with precautionary steps as imposed by the facility including, for example, screening before entry, the wearing of masks, social distancing, hand hygiene, etc. Although a facility has moved into Phase 3, it should be emphasized that the risk posed by COVID 19 has not been eliminated or even diminished. As well, in the event a facility experiences a new outbreak of COVID 19, the facility will immediately go back to Phase 1 protocols.

Attached you will find a more detailed explanation concerning **Phase 1**, **Phase 2** and **Phase 3** protocols. In addition, shortly we will begin providing ongoing updates to advise you on the current status of the facility (e.g., **Phase 1**, **Phase 2**, etc.) and specific dates related to that designation. The current status (and updates in that regard) will be available on the facility web page and, if necessary or helpful, through future communications like this one. Again, thank you in advance for your consideration and support.

Preston Craig-General Manager and Staff

COVID-19 REOPENING AND VISITATION PLAN

The following reopening plan is intended as guidance to facility staff and is based upon current Oklahoma State Department of Health, CDC and CMS phased reopening recommendations. As updates to the recommendations related to responding to COVID-19 are received, the Facility's plan will be modified to conform to those recommendations.

Reopening is determined based upon the facility's status within the phased criteria. The three (3) phases, including the criteria and plan for each phase, are detailed below. Anytime the facility experiences a positive COVID-19 resident or staff member, the facility will return to the parameters of Phase 1, which will include restricted visitation and outings to prevent the spread of COVID-19. In addition, the facility has implemented an infection control policy that provides for universal source control and proper use of PPE in caring for residents with confirmed or suspected COVID-19.

All visitation at the facility, regardless of the phase, requires visitor compliance with the following infection control precautions:

1. Visitors are actively screened prior to entry for fever and COVID-19 symptoms. Visitors who screen positive for fever or symptoms or who have had exposure to COVID-19 will not be allowed to enter the facility;
2. To ensure universal source control, visitors must wear a cloth facemask or covering at all times while visiting the resident whether inside or outside the facility. The facility will provide a facemask for visitors who do not have one;
3. Visitors must maintain social distancing of up to at least 6 feet at all times while visiting the resident;
4. Visitors must exercise proper hand hygiene at all times while visiting the resident;
5. A resident who is suspected or confirmed to be infected with COVID-19 cannot be visited. A resident who has recovered from COVID-19 may be visited;
6. Transport of a visitor and a resident to and from the designated outdoor visitation space must be safe and orderly.

VIRTUAL VISITATION

Virtual visits will be provided in all three phases of reopening. The facility offers virtual visitation using Skype/Zoom/Facetime, etc. Residents have access to a facility provided tablet and visits are scheduled at the request of the resident or resident's family/friends. Each resident can have virtual visits at least twice a week. Virtual visits are scheduled through facility Social Service office. The facility may limit the length of any visit/virtual visit, the days on which visits/virtual visits will be permitted, the hours during a day when visits/virtual visits will be permitted, and the number of times during a day or week a resident may be visited.

Phase 1

The facility will remain in Phase 1 during any time that the facility or the community is experiencing an outbreak of COVID-19 cases. The following protocols will remain in place during Phase 1:

- **Visitation is restricted with the limited exception at the discretion of the facility for end-of-life situations or psycho-social needs and only under limited and controlled conditions as established by the facility. This may include window visits.**

Phase 2

A facility, which has adequate staffing, PPE supplies, local hospital capacity, and is capable of cohorting residents with dedicated staff in the event of a suspected or positive COVID-19 case, may enter into Phase 2 of reopening when the following criteria are met:

1. Fourteen (14) days since resolution of symptoms for the last positive or suspected case of COVID-19 in staff or residents identified in the facility; and
2. There is a downward trend in the number of cases over the past fourteen (14) days in the County in which the facility is located. (The facility will utilize data published by the Oklahoma State Department of Health to determine whether the facility meets this criteria.)

The following protocols for visitation will be implemented when the facility enters Phase 2:

- **Visitation will be limited to compassionate care situations including end-of-life and residents with a significant change in condition (psycho-social and medical issues).**
- Visits will be made by **appointment only** in a designated indoor or outdoor visitation space and based upon the facility's ability to manage infection control practices, including proper social distancing. Visits with a resident in a designated visitation space must be scheduled in advance exclusively through the Social Service office and are dependent on permissible weather conditions, availability of visitation space, and sufficient staffing at the facility to meet resident care needs, and the health and well-being of the resident.
- Visitation will not be permitted in resident rooms.
- A facility staff member trained in such patient safety and infection control measures must remain with the resident at all times during the visit. The length of visits may be limited and established in advance by the facility.

Phase 3

After successfully completing 14 days in Phase 2, a facility, which has adequate staffing, PPE supplies, local hospital capacity, and is capable of cohorting residents with dedicated staff in the event of a suspected or positive COVID-19 case, may enter into Phase 3 of reopening when the following criteria are met:

1. At least fourteen (14) days since resolution of symptoms for the last positive or suspected case of COVID-19 in staff or residents identified in the facility; and
2. There is a downward trend in the number of cases over the past fourteen (14) days in the County in which the facility is located. (The facility will utilize data published by the Oklahoma State Department of Health to determine whether the facility meets this criteria.)

The following protocols for visitation will be implemented during Phase 3:

- **All residents will have access to limited visitation.**
- Visits will be made **by appointment only** in a designated indoor or outdoor visitation space and based upon the facility's ability to manage infection control practices, including proper social distancing. Visits with a resident in a designated visitation space must be scheduled in advance exclusively through the Social Service office and are dependent on permissible weather conditions, availability of visitation space, and sufficient staffing at the facility to meet resident care needs, and the health and well-being of the resident.
- Visitation will not be permitted in resident rooms.
- A facility staff member trained in such patient safety and infection control measures must remain with the resident at all times during the visit. Each resident will be permitted 2 visits a week. The length of visits may be limited and established in advance by the facility.
- Visitors must be limited to no more than two individuals. A visitor must remain at least 6 feet from the resident and attending staff member(s) at all times during the visit. Visits will be permitted only on set days of the week during times set by the facility.
- Ombudsman will be permitted entry and will be subject to screening for fever and COVID-19 symptoms/exposure prior to entry. The Ombudsman must wear a facemask and exercise proper hand hygiene at all times while in the facility.