

September 11, 2020



To Our Customers, Family Members, and Visitors:

First of all, we would like to thank you for your understanding and cooperation during the visitation restriction that has been in place since March. We know this has not been an easy time for anyone and are so appreciative of all of you. As always, the health and safety of our customers and team members is our top priority.

We understand how important it is to be able to visit with your loved ones. On September 1, 2020, Governor DeSantis issued a new Order revising the visitation restrictions that had been in place to protect long term care residents from COVID-19. In order to keep the safety and well-being of all as a top priority, the state's new policy establishes specific guidelines that must be followed by all Long Term Care Facilities, as well as any potential visitors. According to the new order there are three types of visitors allowed into the center: essential caregivers, compassionate caregivers, and general visitors. These visitors are defined briefly as:

Essential Caregivers: Individuals who have been given consent by the customer or his or her representative to provide services and/or assistance with activities of daily living to help maintain or improve the quality of care or quality of life. Essential caregivers include persons who provided services before the pandemic and those who request to provide services. Each customer may designate 2 essential caregivers and 1 can visit at a time. Essential caregivers are not permitted to visit customers who are positive for COVID or quarantined, or who have symptoms of COVID-19 until they fully recover per CDC guidelines.

Compassionate Caregivers: Individuals who provide emotional support to help a customer deal with a difficult transition or loss, upsetting event or end of life. They are allowed entry on a limited basis for these specific purposes. Each customer may designate 2 compassionate caregivers and 1 can visit at a time, except in end of life situations. Compassionate caregivers are permitted in the Center even if there are recent positives, and if the customer they are visiting is positive or symptomatic for COVID-19.

General Visitors: Individuals other than essential caregivers or compassionate care visitors. Each customer can designate up to 5 general visitors, and up to 2 can visit at one time. These visitors must be 18 years of age or older. General visitation is not permitted if the Center has any positive customer in the past 14 days, or any positive team member who has been in the center in the past 10 days. Therefore, if you have a general visit scheduled and the Center receives results of a new positive customer or team member in the Center, the visit will need to be rescheduled after the required amount of time passes with no new positives in the Center.

A full copy of the Emergency Order and the definitions of these visitors can be found here: <https://www.floridadisaster.org/globalassets/covid19/dem-order-20-009-signed.pdf>.

Important Note: This new order has several conditions that must be met before the Center is permitted to allow visitors. We are currently working diligently to implement appropriate policies to comply with these conditions so that you can visit with your loved ones in the safest environment possible. These policies will include, among other items:

- Precautionary infection control measures
- Visitor screening measures
- Visitor personal protective equipment (PPE) requirements
- A process to designate visitors, schedule visits and train visitors on infection control procedures during visitation.

We understand that the new visitation rules can be cumbersome, so if you have any questions, please reach out to your Center's administrator. We appreciate your patience and understanding as we work as quickly as possible to meet state requirements, so we can once again welcome you back into our center and into the company of your loved one. Thank you!

Opis Senior Services Group