

Oct. 23, 2020

To our Residents, Patients and Family Members:

We would like to thank everyone for your cooperation this past week with visitation. As always, our goal is to provide the best care while maintaining the safest environment possible.

### **Visitation**

This week, the Bartram campus remains under General Visitation guidelines. University Crossing will continue under Essential and Compassionate Care guidelines. We urge you to review the specific rules around each type of visitation to ensure you are in compliance when you visit. The definitions [are available here](#) or within the [state's Emergency Order](#).

In addition to the guidelines noted, the following applies at all locations:

- **Visitors must remain in the patient/resident's room throughout the visit and wear a face mask at all times.** If you are found without a mask, your visiting privileges can be suspended and you will be required to leave.
- Visitation will be permitted seven days a week from 10:30 a.m. – 7 p.m. with the last guests entering by 6 p.m.
- Families will no longer need to schedule visits in advance. However, facilitators will be responsible for limiting and monitoring the visitors in our building at all times to comply with safety and regulatory guidelines.
- Facilitators at the main entrance of each facility will know how many visitors are in each area at any given time. If you arrive when your loved one's neighborhood is at capacity, you will be asked to wait in your car until someone leaves that neighborhood. We will notify you by phone or text as soon as it's possible to enter, which may be up to one hour later.
- Visits will be scheduled for one hour per week to allow as many families to see their loved ones as possible. Visitors will be scheduled for one hour when they arrive on site.
- We strongly encourage all visitors to call the facility before arriving to ask about visitation status (are we under general or compassionate visitation regulations), if the patient/resident is on contact isolation and when they are scheduled to be in therapy that day. We will also be able to give you a general idea about building capacity.

Bartram Lakes: (904) 528-3500  
Bartram Crossing: (904) 528-3000

The Green House Residences: (904) 528-3505  
University Crossing: (904) 345-8100

## Dining and Activities

- Our facilities have resumed some socially distanced group activities as allowed under our current regulations. This includes meals in the dining rooms, certain activities and very limited group therapy sessions.
- We are preparing some fun-filled, fall-themed activities for our guests and residents that they are sure to enjoy.

## Future COVID-19 Vaccinations

- Last Friday, the White House announced the Pharmacy Partnership for Long-Term Care Program - a national vaccine distribution program for long term care residents. The COVID-19 vaccine will likely become available in phases over the coming months. To prepare, the federal government has partnered with CVS and Walgreens to distribute and administer the vaccine to residents in long-term care facilities. This program is free of charge.
- Long-term care facilities are strongly encouraged to participate. This is critical to ensuring our vulnerable residents are among the first to receive a vaccine when it becomes available.
- At this time, the government is not mandating the vaccine for either residents or employees. We will share any additional information related to the vaccine as we receive it so that you and your loved ones can make an informed decision. AHCA/NCAL is offering this initial [overview](#). To prepare, we encourage you to review these materials.

Safety continues to be our number one priority. Please know that we are strictly adhering to all directions from the local and state health department to keep your loved one safe. If you have any additional questions, please contact Andy Andre, Wes Marsh or Stephanie Hoover directly.

Sincerely,

Doug Baer, President and CEO

Trevor Paris, MD, Chief Medical Officer

Maria Interiano, VP Aging Services, (904) 730-1814

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Wes Marsh, Administrator, Bartram Crossing, (904) 528-3020

Stephanie Hoover, Administrator, Bartram Lakes and Green Houses, (904) 528-3515