



September 25, 2020

To our Residents, Patients and Family Members:

Thank you all for your continued patience and understanding as we transition back to visitation. We hope you have been able to visit, or have a visit scheduled soon, with your loved ones. We are doing everything possible to allow visits while maintaining the safest environment possible.

### **Visitation**

As our redeployed staff have all transitioned back to their traditional roles, we hired individuals to assist with visits at each campus. As you can imagine, the call volume has increased exponentially from families eager to visit their loved ones. We kindly ask for your patience as we assist other families. It has also come to our attention that there was an issue with the phone system and families were unable to leave voice messages. We truly apologize and have corrected the issue now.

As a reminder, per the [state's Emergency Order](#), limited visitation is allowed under certain criteria and is determined by the length of time since the facility last had a COVID-19 positive patient, resident or staff member. Visitation is defined within this rule as visits by an essential caregiver, a compassionate visit or a general visit. Visitation guidelines are attached.

Currently, Bartram Lakes and the Green House Residences are allowing General Visitation. University Crossing will shift to General Visitation next week. Bartram Crossing will still be following the Essential/Compassionate rules for another week based on the date of the last COVID-19 positive case. However, at any point, a facility may shift between these rules depending on the time since the last COVID-19 case. Our scheduler will know on any given day which facilities are following which schedule.

Visits can be scheduled by calling (904) 990-6186 on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. We do not have staff members available outside of those hours. You can also send an email to [BrooksAgingServices@Brooksrehab.org](mailto:BrooksAgingServices@Brooksrehab.org). Please let us know the patient/resident name, which facility, their room number and if you would like to schedule a virtual or in-person visit and someone will contact you as soon as possible.

### **Testing**

Testing continued this week for all patients, residents and staff at both University Crossing and Bartram Crossing. This is determined by the county's COVID-19 positivity rate as calculated by CMS on a rolling average basis, which is currently above 5%.

Please know that our focus will remain on keeping our patients, residents and staff safe from COVID-19, which has been our number one priority since this pandemic began. If you have any additional questions, please contact Andy Andre or Maria Interiano directly.

Sincerely,

Doug Baer, President and CEO

Trevor Paris, MD, Chief Medical Officer

Maria Interiano, VP Aging Services, (904) 528-3020

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

Andy Andre, Administrator, University Crossing, (904) 345-8320

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