



June 26, 2020

To our Residents, Patients and Family Members,

Thank you for your support and patience as we continue to be flexible and responsive to government regulations concerning nursing homes and assisted living facilities. We understand how challenging this has been for our residents, guests and family members. We are committed to keeping your loved ones safe and to keeping you informed.

As we mentioned last week, the state of Florida is mandating that all staff entering a long-term care or an assisted living facility be tested every two weeks for COVID-19. This mandate is effective July 7. On that date and until further notice, anyone entering our buildings will need to have a documented negative test result every two weeks.

Unfortunately, our state officials still have not identified a date for when visitation might resume in nursing homes and assisted living facilities. We appreciate your enthusiasm for the roll out of the “**window visits**” that were announced last week. To ensure we can provide the best experience possible for you and your loved ones, we will begin scheduling those at designated times.

- Both window visits and video calls can be scheduled by calling **(904) 990-6186** between the hours of 10 a.m. and 8 p.m., or by sending an email to ConnectWithBrooks@brooksrehab.org anytime.

In addition to the window visits and virtual calls, the following is always available:

- **Status updates:** The assigned nurse will communicate directly with you if there is any change in the condition of your loved one.
- **Care plan meetings:** These are available via phone and scheduled by a member of our team.

We are still evaluating the feasibility of drive through visits, but they are currently on hold while we while we implement the window visits.

We also want you to know that our weekly communications along with a schedule of our monthly activities and our menus are available on the [Bartram Crossing](#), [Bartram Lakes](#) and [University Crossing](#) websites. We also encourage you to follow our social media channels for photos and information. Brooks Rehabilitation is on [Facebook](#), [Instagram](#), [Twitter](#) and [YouTube](#). Bartram Lakes is also on [Facebook](#).

As we continue to follow all AHCA, DOH and CMS regulations, please be assured that residents and staff safety is our number one priority. If you have any questions, please feel free to reach out to Andy Andre or Maria Interiano directly.

Sincerely,

Doug Baer, CEO

Michael Spigel, President and COO

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

Maria Interiano, Administrator, Bartram Campus, (904) 528-3020