

BROOKS[®]

Rehabilitation

June 19, 2020

To our Residents, Patients and Family Members,

Thank you for your support and trust as we navigate these unprecedented times together. We are committed to keeping your loved ones safe and to keeping you informed.

We continue operations as normal at all facilities.

Recently, CDC's "Testing Guidelines for Nursing Homes" was updated and revised. Detailed information can be found on their website by [clicking here](#). AHCA also established a state guideline this week for mandatory testing of all staff beginning July 7, 2020, and every two weeks thereafter. We will be following these guidelines.

Unfortunately, our state officials have not identified a date for when visitation might resume in nursing homes and assisted living facilities so we are working towards additional options that will allow a form of drive through visits. Today we do have the ability to schedule "**window**" **visits**, which allow a family member to use an iPad/cell phone to speak to each other while viewing their loved one through a window. These can be scheduled by emailing ConnectWithBrooks@Brooksrehab.org.

We will be continuing our various communication options, including:

- **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.
- **Phone or video appointments:** In addition to making phone calls to your loved one, you also have the option to conduct a video call using platforms like FaceTime and Zoom. To speak with a member of our Brooks team who will assist in scheduling and setup, simply call **(904) 990-6186** between the hours of 7 a.m. and 9 p.m., or send an email to ConnectWithBrooks@Brooksrehab.org anytime.

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 [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