



November 25, 2020

To our Residents, Patients and Family Members:

As Thanksgiving approaches, we wanted to share how thankful we are for the continued health and well-being of our residents, patients and employees. We also thank you for the trust you put in us to care for those you love most.

Here you will find information and recommendations from the Centers for Medicare and Medicaid (CMS).

The coronavirus disease (COVID-19) public health emergency has been one of our nation's greatest challenges and has especially taken a toll on the nation's skilled nursing and assisted living residents. CMS is committed to protecting the health and safety of residents at all times and especially during the challenges presented by the spread of COVID-19. We understand the emotional impact that separation from loved ones has caused. In September, CMS provided revised guidance for how residents can safely receive visitors in our facilities. With the holiday season fast approaching, we understand that residents and their families will want to spend more time together. During the holidays, facilities, residents, and visitors should continue to follow the guidelines for visitation and adhere to the core principles of infection prevention, such as remaining six feet or more apart, wearing a face covering and limiting the number of visitors in the facility at any one time.

We also know that some residents may want to leave temporarily to visit family and friends for the holidays or other outings. While we and CMS support family engagement and a resident's right to leave the facility, everyone needs to work together to take extra precautions to help reduce the spread of COVID-19, which can pose an elevated danger to the health of our residents. Therefore, CMS recommends against residents leaving during this time. With the potential for a safe and effective vaccine on the immediate horizon, extra precautions now are essential to protect our residents until a vaccine becomes available. Leaving could increase a resident's risk for exposure to COVID-19. The risk may be further increased by factors such as a resident's health status, the spread of COVID-19 in the community (e.g., cases or positivity rate), or attendance at large gatherings.

If one of our residents/patients ultimately chooses to leave the facility for the day, CMS is providing the following recommendations:

- Limit close contact (maintain physical distancing of six feet or more), keep gatherings as small as possible, and use technology to engage with others remotely;
- Wear face masks or cloth face covering at all times (including in cars, homes, restaurants, etc.);
- Limit contact with commonly touched surfaces or shared items;



- Keep safe around food and drinks. Avoid communal serving utensils, passing of food, potluck or buffet style food service, and instead opt for individually prepared plates by a single server;
- Perform hand hygiene often (e.g., wash hands with soap and water or alcohol-based hand sanitizer);
- Avoid large gatherings, crowded areas, and high-risk activities such as singing;
- For those attending a gathering, avoid contact with individuals outside of their household for 14 days prior to the gathering;
- Ask anyone who has signs or symptoms of COVID-19, or has been exposed to someone diagnosed with COVID-19, to not attend the gathering;
- If possible, conduct gatherings outdoors. Indoor gatherings should have good ventilation, open windows and doors if possible;
- Verbally greet others instead of shaking hands or giving hugs. Think ahead about how you will manage to prevent physical interactions with loved ones of different ages such as young children; and
- Check local conditions and state requirements for precautions and restrictions, including positivity rates and quarantine requirements, before crossing state lines.

CMS has collaborated with the Centers for Disease Control and Prevention (CDC) on these recommendations, and we encourage you to review [CDC's webpage on holiday celebrations](#), which has more suggestions for preventing the spread of COVID-19.

Visitation

As a reminder for all locations:

- The Bartram campus and University Crossing are allowing compassionate caregivers only. You can access the latest Division of Emergency Management order through this link to the [updated emergency order](#). In this order, you will find the latest visitation requirements. Compassionate care visitors provide support, including emotional support, to help residents deal with difficult transition or loss, upsetting events, end-of-life situations, significant changes (such as recent admission to the facility), the need for assistance, cueing or encouraging with eating or drinking, or emotional distress or decline.
- We strongly encourage all visitors to call the facility before arriving to ask about visitation status, 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

The Green House Residences: (904) 528-3505

Bartram Crossing: (904) 528-3000

University Crossing: (904) 345-8100

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Rehabilitation

Testing

Based on the current guidelines, we are once again testing all staff at our skilled nursing facilities on a weekly basis. This is determined by the county's COVID-19 positivity rate as calculated by CMS on a rolling average basis. No new updates on the positivity rate as of today. Our latest weekly COVID-19 positivity rate for Duval County from Nov. 8th – Nov. 14th, 2020 is at 7.5%.

Fall-themed Fun

We are continuing some fun-filled, fall-themed activities for our guests and residents that they are sure to enjoy. We 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](#).

Helpful Links:

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>

<https://www.ahcancal.org/Survey-Regulatory-Legal/Emergency-Preparedness/Documents/COVID19/CDC-Overview-Pharmacy-Partnership-LTC.pdf>

<https://www.cms.gov/files/document/qso-20-39-nh.pdf>

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.

We hope you have a safe, healthy and enjoyable Thanksgiving!

Sincerely,

Doug Baer, President and CEO

Trevor Paris, MD, Chief Medical Officer

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

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

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

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