

Oct. 13, 2020

To our Residents, Patients and Family Members:

Visitation has been going very well and we thank you for all of your patience and cooperation. At this point, we are ready to open our doors just a little wider. Beginning on Monday, Oct. 19, we will begin allowing walk-in visits without an appointment within the guidelines below:

- 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.
- Five patients/residents are allowed to have visitors at a time in each neighborhood/floor. The Green Houses will allow up to two residents to have visitors at the same time. (If visiting a Green House, please check in at Bartram Crossing first.)
- 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.
- 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

The Green House Residences: (904) 528-3505

Bartram Crossing: (904) 528-3000

University Crossing: (904) 345-8100

- Visits will still be limited to one hour to ensure that everyone who wants to visit their loved one is able to do so.
- Visitors must remain in the patient/resident's room throughout the visit and wear a face mask at all times.
- No one under 18 is allowed to visit in any of our locations.
- If a patient/resident is in under contact isolation, they will not be permitted to have visitors.
- If it is your first time visiting the facility, you will be required to complete safety training when you arrive.
- Therapy schedules will take priority over visitation. If you arrive when your loved one is scheduled for therapy, that therapy will still take place as planned. If the therapist determines it is in the best interest of your loved one, he or she may be able to conduct therapy in the patient's room.
- While visiting, please do not attempt to assist your loved one with transfers (to/from bed, chair, toilet, etc.) without assistance from a staff member.

We ask for your continued patience when you arrive as entry into the building may take longer at peak times.

General Visitation

All of our facilities are still following the general visitation rule as outlined in the [State's Emergency Order](#) and will be following that criteria as well:

- Each patient/resident or his or her representative may designate up to five (5) general visitors.
- A resident may be visited by no more than two (2) general visitors at a time.
- Visits will be limited to one hour to allow as many families to see their loved ones as possible. Visitors will be scheduled for one hour when they arrive on site.

General visitors must also:

- Be 18 years of age or older;
- Wear a face mask and perform proper hand hygiene;
- Sign a consent form noting understanding of the facility's visitation and infection prevention and control policies;
- Comply with facility-provided COVID-19 testing, if offered;
- Visit in a resident's room or other facility-designated area; and
- Maintain social distance of at least six feet with staff and residents, and limit movement in the facility.

Please note: At any point, a facility may shift between allowing General Visitation to allowing only Essential/Compassionate caregivers, depending on the length of time since the facility last had a COVID-19 positive patient, resident or staff member. Our facilities will know on any given day which visitation rules apply. Restrictions for Compassionate Visitation Guidelines are more stringent than for General Visitation.

Window & Virtual Visits

Window & virtual visits will continue as scheduled for Bartram Lakes and the Green House Residences. Window/virtual visits scheduled for UC and BC will continue as scheduled through Oct. 30. After that time, they will be available by special request. Please call the facility to discuss and schedule.

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, 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

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