

March 13, 2020

Willow Lane and Pathways UPDATE on COVID-19

Dear Friends and Family,

Our community is diligently keeping abreast of all changes and guidance regarding the Coronavirus. We are working with all the appropriate agencies on a daily basis, as necessary. **At this time, there are no confirmed cases in our community.** However, as cases of this virus are confirmed throughout the country and in areas of Pennsylvania, we continue evaluating our plans and want to do our part to mitigate the risk. We are identifying the best way to minimize exposure and that includes taking a more aggressive stance to visitation.

Our well defined plans are based on many considerations, including the recommendations from Centers for Disease Control and Prevention, the Department of Health, Department of Human Services and many other stakeholders.

For younger and healthy people, this virus may not have serious implications; but for the elderly, this is a very serious matter. We take our commitment to care for your loved ones very seriously. Therefore, we are taking measures to now restrict visitation in our community.

- For family members and friends of residents who live in our community, we are restricting non-essential visitation. Exceptions to the restriction include:
 - Immediate family/ Responsible party of residents who are at the end stage of life or have a critical or time sensitive condition,
 - Family members in need of education to support a safe discharge, and
 - Family members who need to complete medical or admission authorizations
 - Private Care Givers will go through the same screening process of our employees and will be permitted to continue as Essential if they pass the screening
- The above situations are ESSENTIAL visits and will be permitted. These essential visits still require completion of our screening process that was implemented several days ago. For essential visits, you still must get screened at our front reception area.
- Essential visitation will need to be approved by management on a case by case basis and will be preferably limited to our new visiting hours of 8:30 am to 8:30 pm Monday through Friday and 9 am to 5:30 pm Saturday and Sunday.
- Our Community will continue to admit during these restrictions. All new admissions will be screened in accordance with our current guidelines.

- The restricted visiting hours' measure begins today, March 13, 2020 at 8:30 pm and will remain in place for 14 days, unless you receive further notice. We will evaluate the restriction at that time and determine our next steps.
- All co-worker's/ care givers and essential visitors granted access to the community will be required to wash their hands upon entering the building and directed to the nearest handwashing station.
- Our community's activities and group functions, such as church services, musical activities, parties etc. will be limited to only our residents.
- Activities for our residents will be limited to on site activities
- Resident care plan and support plan meetings will be held via conference calls.
- External physician appointments will be maintained if those visits are essential. If there are appointments that can be safely postponed, we will do so and notify the family member accordingly.
- In- house physician visits are considered essential and physicians will continue to care and treat your loved one on-site.
- Hospice / Home health visits are considered essential and will continue to provide support and services to your loved one on-site.
- All requests for resident leaves of absence will be reviewed on a case by case basis for approval.
- We do recognize that restricting visitation has negative effects on the residents, families and visitors.

We are encouraging and facilitating other ways that might be utilized to maintain contact with your loved one, such as telephone, email, text, FaceTime and videoconferencing, etc.

We will continue to post updates routinely to our website and Facebook page.

This was a difficult decision and one that we do not take lightly. The decision is solely based on protection of the community and all those that we commit to care for on a daily basis.

If you have any questions, please contact me at your convenience at 412-331-1631 extension 1601.

With Sincerity,

Angela Waddell, MSN, RN, NHA, PCHA, ALA
Executive Director