

Good Afternoon Woodside Lutheran Home Loved Ones!

Woodside Lutheran Home is excited to announce, considering the new guidance published by Centers for Medicare and Medicaid Services (CMS), we are liberalizing our indoor visitation plan and re-opening our doors. It has been one year, almost to the day, that we closed our facility to visitors, and we are so grateful that the COVID vaccine and county positivity rates have permitted CMS to change our regulations to allow our residents more time with their loved ones.

We will be welcoming back visitors effective **Wednesday, 3/17/2021**. Any current visitations scheduled via our website program may be kept if you wish, but you no longer need to schedule your visitations and can come as you please during our open hours! Due to all visitors needing to be actively monitored and screened in by our front desk team, our visiting hours will be as follows:

- **Monday – Thursday 8:00am-8:00pm**
- **Friday 8:00am-4:30pm**
- **Saturday and Sunday 9:00am-3:00pm**

Our main entrance doors (and only our main entrance doors) will be open during these times and our front desk team will be available to screen you in. We strongly encourage everyone to plan your visits within these allotted hours. If you must make a visit beyond these hours, you will need to call your loved one's unit and coordinate with a staff member to come to our main entrance and unlock our doors and screen you in.

The CMS guidance does continue to promote outdoor visitation as the safest method for visits but allows for indoor visitation to open for all residents so long as at least 70% of facility residents have been vaccinated and there is no sign of current spread of COVID-19 in the facility. There are certain circumstances where we must review and potentially restrict visitation and they are as follows:

- Newly admitted patients who are placed on 14-day admission isolation will need to complete their two-week isolation period prior to allowing visitation. Virtual visitation will continue to be offered for all new admissions as they await the lifting of this isolation. If you are questioning if your short term rehab patient is on or off isolation, please call the facility and we can provide the dates!
- When a resident/patient is either a confirmed or suspected case of COVID-19 and is placed on isolation precautions.

- When the facility identifies a new outbreak of COVID-19 (remember, one positive staff member or resident qualifies as an outbreak), until one round of testing is completed and shows that the outbreak is contained.
- When the facility determines a new outbreak and through testing determines it is not contained.

When visitation needs to be postponed or cancelled due the above guidelines, the resident's power of attorney and/or emergency contact #1 will be notified via our text messaging/voicemail system Cliniconex. Power of attorneys and emergency contact #1, we ask that you do your best to communicate these changes to your families and friends so everyone is aware when visitation cannot occur. If a visitor comes when we are working through one of the above situations, they will not be allowed to enter.

To ensure we continue to keep all of our residents and staff safe as possible, the below safe visitation guidelines must be followed at all times:

- All visitors will be screened in prior to entering facility. We will deny entry to anyone who is experiencing any COVID symptoms or has a known exposure to COVID-19, regardless of vaccination status. We completely understand everyone has been waiting a very long time to see their loved ones but do ask that each of you help us keep our visitation open by staying home when feeling any sort of symptom, even when they are mild.
- Face coverings must be worn at all times when in the facility, including when in the resident's room. Surgical masks will be available upon entry. Face shields are not required but will be available to visitors if they would like the added precaution.
- Due to size of resident rooms and need to be able to social distance, we ask that no more than four individuals come to visit at one time. All visitors, including children, must be able to properly wear their face covering as well as follow good hand hygiene and infection control protocols.
- We ask that all visits take place in resident rooms and that visitors go directly to their resident's room to limit traffic throughout the facility. If you are unsure of where your resident's room is, please notify staff so they can escort you.
- For our Primrose unit that has semi-private rooms, a risk/benefit document will be completed with each resident to ensure they are comfortable with in-room visits taking place with their roommates. If any resident is not

comfortable with their roommate welcoming visitors, we will coordinate with the family to visit in our Primrose lounge.

- Per the CMS guidelines, facilities are still responsible for monitoring the total amount of visitors in the facility at a given time. Due to the influx of visitors we expect to see in these beginning weeks of re-opening, we still ask that you do your best to limit your time in the facility to an hour or less to allow for us to better manage the flow of visitors as well as maintain the need to socially distance.
- Pets are welcome for visits as long as they are up to date on their vaccinations and are dog friendly.
- Performing proper hand hygiene and utilizing our many hand sanitizer stations throughout the facility and in the resident's room is crucial. We also invite you to bring in your own hand sanitizer as well.
- Per the new guidance, if a resident is fully vaccinated, they can choose to have close contact (including touch) with their visitors as long as everyone is appropriately masked and performing hand hygiene before and after! Regardless of vaccination status, visitors must maintain social distance between all other residents and staff.
- As the weather continues to grow warmer, we will be encouraging all residents and visitors to take advantage of our many outdoor spaces for their time together. If you would like to take your visit outside, please feel free to do so!

All visitors will be educated on the above precautions upon each visit and there will be signage throughout the facility displaying the precautions in place to maintain safe visits. Our Woodside team is also educated on the on safe indoor visitation protocols to ensure all core principles of infection control are preserved and will be happy to assist you with any questions.

We understand that this is a lot of information and also recognize that with each passing day we may have to adapt and change our plan of action to make these visits as safe and meaningful for each our residents, patients and their families. We cannot stress enough how much your willingness to follow these CMS guidelines and our facility program will allow our indoor visitation to succeed. As we progress, and this everchanging pandemic continues to be fluid, we will do our best to always be updating all of you on necessary closures and changes. We truly appreciate your continued support and empathy as we take another huge leap towards “normal life” here at Woodside.

Lastly, if anyone was interested in joining Team Woodside, we are looking for extra help within our front desk team to make these visitations happen! Please head to our website and follow the “Careers” link to take a look at our “Greeter” open positions!

As always, I am here to answer any questions or provide any clarification I can. Thank you so much for everything and we cannot wait to see you!

Meghan

Meghan Mehlberg Fuss, NHA  
Administrator – Woodside Lutheran Home  
Woodside Senior Communities  
Ph: (920) 405-3527 Cell: (920) 713-1828  
[www.woodsideseniorcommunities.org](http://www.woodsideseniorcommunities.org)