

June 16, 2020

Good afternoon,

I am pleased to announce that we will be implementing the **start of OUTDOOR visits on MONDAY June 22, 2020**. While this is great news for you (the family) and the residents - we at St. Ann will be taking great measures to ensure these visits meet the requirements set forth to all long-term care facilities by the New Hampshire Department of Health & Human Services.

We have been working tirelessly in creating a procedure to ensure the safety of our residents and staff. I will start by acknowledging that there will be many rules that must be followed by us and by you - the visitors. Below are some of the guidelines we will be enforcing:

- Outdoor visits are in a designated area - the screened in porch many of you have had window visits at
- Visits will be scheduled in advance (pre-screening questions must be answered prior to the visit) - please contact the receptionist (Karen) at 603-742-2612 to schedule your appointment - not all days/times will be available- we will do our best to accommodate your needs
- Visits will be limited to 20 minutes – **please be on time for your appointment**
- No more than 2 visitors at any time (must have completed the pre-screening questions prior to the visit)
- Facemasks or cloth coverings must be worn at all times during the visit and cover the mouth and nose
- Visitors must be over the age of 12 and able to wear a face covering for entire visit
- No PETS
- Food Sharing- single serving food is permissible however - residents and visitors CANNOT share food from the SAME container or bag.
- Visits will be by appointment only – 1 staff person must be present for the visit- No exceptions
Staff person will ensure social distancing of 6ft is maintained and that face masks are in place at all times. They will also ensure appropriate hand hygiene is completed immediately before and after the visit.

COVID-19 screening questions will be asked at the time of scheduling the appointment and again just before the visit is to begin:

- Residents and visitors must be screened for symptoms of COVID-19 before the visitation by asking about any of the following symptoms:
- Fever (feeling feverish or a documented temperature of 100.0 degrees Fahrenheit or higher)

- Respiratory symptoms such as runny nose, nasal congestion, sore throat, cough, or shortness of breath
- Whole body symptoms such as muscle aches, chills, and severe fatigue
- New gastrointestinal symptoms such as nausea, vomiting, or diarrhea
- Changes in your sense of taste or smell
- Visitors must also be asked the following questions to identify potential COVID-19 exposure:
- Have you been in close contact with someone who is suspected or confirmed to have COVID-19 in the past 14 days? (note: healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
- Have you traveled in the past 14 days either:
 - I. Internationally (outside the U.S.)
 - II. By cruise ship
 - III. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.)

If resident or visitor answers YES to any of the questions, then the visitation WILL NOT occur.

Residents, visitors and staff will all have their temperature taken and recorded immediately before the visit - no exceptions

We will be working to accommodate ALL of our residents to have outdoor visits- so once a resident has a visit scheduled- we will work on ALL other residents getting visits scheduled before a second visit is scheduled for the same resident.

We are so happy that we have been able to keep our residents safe and free of COVID-19 to date. We desperately want to keep that trend going, so if you are not feeling well, PLEASE DON'T VISIT.

Thank you in advance for your cooperation and understanding with these visitation guidelines. Your support is so very much appreciated.

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