



4/7/2021

Dear Loved One,

I'm writing to provide a brief overview of Onondaga Center's preparedness and response to COVID-19 and the measures we've taken to protect the safety, health and welfare of your loved one and all residents at the Center. We have been following all federal, state and local guidelines for infection control policies and procedures. We have implemented precautions to include instituting measures to limit access to the nursing facility, monitoring our workforce, and vigorously pursuing infection control practices throughout the Center.

This letter serves as your weekly update regarding the current suspected or confirmed cases of COVID-19 in the center. As of 4/7/2021 we have 0 residents with respiratory symptoms (i.e. cough, shortness of breath etc.) We are continuing to manage this exposure and have taken all necessary precautions to protect your loved one and other residents at our facility. Our staff is well trained and continues to be educated in the most current standards and best practices to ensure your loved one is safely cared for. Our staff has received appropriate protective masks, gowns and other personal protective equipment. Our clinical team continues to perform frequent assessments of the residents at the Center to monitor their status and condition.

We want to assure you that we take the safety, health and welfare of your loved one very seriously. We will continue to provide services, treatments and interventions as outlined in their plan of care. You can always reach out to Yudi Polatoff, Administrator and / or Suzanne Reid, RN, Director of Nursing at the Center should you have any questions about your loved one or any questions about the Center's current COVID-19 practices, policies and procedures. The Department of Health has also encouraged family members who have more specific COVID-19 questions to submit them directly to your local Department of Health. For daily updates please check frequently on our website at "onondaga-center.facilities.centershealthcare.org".

In order to speed up any COVID-19 updates, I am requesting 1 cell phone number per family and/or 1 email address per family so that the facility may send updates via text or email which will enable us to get the information to you ASAP as opposed to sending via USPS which takes a few days. Please send the cell number or email address to me at: ypolatoff@onondagacenter.net and I will add the information to the distribution lists. Please join the Weekly COVID Update call every Tuesday at 3:00 pm by dialing: (605) 313-4411; code 758733.

Thank you,

Yudi Polatoff
Administrator



April 7th, 2021

To: Family Members

From: Yudi Polatoff, Administrator

Dear Family and Friends,

We are delighted to inform you that beginning Thursday, April 8th, 2021, Onondaga Center will begin partial visitation for our beloved Residents. Enclosed is the visitation plan, with bullet-pointed directions that we will have in effect for the immediate future. Please note the following schedule which will be in effect beginning Thursday, April 8th 2021. **Please arrive 15 minutes prior to your appointment to be Rapid Tested and allow prescribed time for results.**

Monday 1:00 pm – 4:30 pm (the last visitation begins at 4:00 pm)

Wednesday: 5:00 pm – 7:00 pm (the last visitation begins at 6:30 pm)

Thursday: 9:00 am – 11:45 am (the last visitation begins at 11:15 am)

Saturday: 9:00 am – 11:45 am (the last visitation begins at 11:15 am)

Please allow 15 minutes between visits for Staff to sanitize that visiting station.

- **No indoor visitations during the first 14 days of admission or readmission.**
- **Every Resident is entitled to visitation. Once a Resident receives visitors the rest of the Residents at the facility will have a chance to receive visitors before it is their turn again. (I.E. visitor #1 receives visitors. That Resident will be eligible for visitors after all other 79 Residents have been offered to have visitors).**
- **Please review the attached Visitation Plan and Amendment. In order to be in compliance with this plan we must abide fully with each point.**

Thank you for all of your understanding and patience!

Best wishes,

Yudi Polatoff, Administrator

Suzanne Reid, Director of Nursing

2021 Visitation Plan – Updated 4/7/2021

- The facility will use the Conference Room and Main Dining Room for Indoor Resident and Family visits. Outdoor visits will be available as well under the overhangs near the front door. Limit of 1 Resident and 2 visitors per visit in the Conference Room and limit of 2 Residents and 2 visitors **per Resident** in the Main Dining Room. Window visits in the Main Dining Room will not be interrupted by the indoor visits. Outdoor visits will have a limit of 5 Residents and 2 visitors per Resident.
- Visits will be limited to 30 minutes maximum per Resident.
- The facility will limit the number of visitors to 2 per resident. Visitors under the age of 16 must be accompanied by an adult 18 years of age or older.
- Designated areas will allow for 6’ of social distancing between resident and visitors.
- The facility reserves the right to terminate a visit and suspend future visitation if a breach of the visitation requirements is observed by staff.
- Designated area will be cleaned in between each visitation with EPA approved product.
- The facility will screen visitors immediately upon arrival and prior to visit.
- COVID 19 Rapid Tests will be available immediately after passing the screening process. The results will be available approximately 15 minutes after the test is administered. Any visitor whose results return as positive will not be granted access to indoor visitation until they follow the proper DOH protocols of quarantine.
- The visit must be scheduled in advance with the Receptionist and must be scheduled 24 hours prior to the visit. The visitors must be listed when the visit is scheduled. Visitors 18 years and older must show identification at check in.

- Visitors are instructed to notify the facility if they test positive for COVID-19 or exhibit symptoms of COVID-19 within fourteen days of the visit.
- Visitors will not be allowed into resident care areas (this includes the use of facility bathrooms) and must wait in designated area prior to visiting.
- Visitors must wear a surgical mask and face shield during check in and during the visit. These items will be supplied by the facility.
- The resident must wear a face mask during transport to and from visit. The resident is required to wear a face mask during the visit.
- The visitor and resident must remain 6 feet apart at all times during the visit.
- Food is not permitted during the visits.
- Visitors may bring their own water which cannot be shared with the resident. The facility shall provide appropriate hydration for the resident during the visit.
- A resident who is suspected or confirmed to be infected with COVID-19; or quarantined for an exposure to a COVID-19 case cannot be visited except for an end of life situation. A resident who has been diagnosed with COVID-19 may be visited only after they have met the criteria for discontinuation of isolation.
- A staff member will transport the resident to and from the visitation area. During transport, the resident will wear a face mask.
- The facility will honor each resident's right to have and choose visitors and to make preferences. The facility should consult every resident to determine who the resident would wish to visit with in person.
- The facility reserves the right to suspend visitation if an increase in COVID 19 infections occur with residents and/or staff within the last 14 days.

UPDATED WINDOW VISITS

- Window visits will now be offered to Residents in their rooms or in designated areas within the facility.
- For window visits offered to Residents in their rooms whose windows face the courtyard, visitors will enter through the front entrance, receive their COVID 19 screen and exit into the courtyard. Once in the courtyard the visitors will find the room number of the Resident with whom they will visit. The room numbers are posted in the right-hand corner of each Resident room window.
- For those Residents whose room windows face the outside of the building, those visitors may visit by walking to the side of the building where their loved ones' window is located. For the sake of safety please do not venture to the loading dock area.
- We ask that all visitors respect the privacy of other Residents of Onondaga Center and bypass other rooms until the correct Resident room window is reached.
- As with all other window visits, the Resident and visitors will communicate via phones. Under no circumstances will the window of the rooms be opened. Being that masks are not typically worn during window visits we wish to keep our Residents and Staff COVID 19 free.
- When the window visits are completed the visitors will reenter the building through the facility's courtyard door and exit through the front entrance.
- The window visits will continue to be scheduled with the Activities Department.