



July 14, 2020

Dear Valley View Friend and Family Member,

There is no better communication to share than ***we are permitted to open our doors to visitors again!*** Due to the dedication of team members and extra efforts to meet all governmental expectations and ever changing guidance, we have reached the final stage of being able to “reopen”.

We relish in this fact but also know that this could quickly change should we experience a resident and/or team member with any signs/symptoms of COVID-19 and a positive test. If such a situation were to occur we would be, at minimum, a month with no visitation restrictions again so we thank you in advance for your acceptance and adherence to all visitation safety measures. (Please reference the visitation protocol attached to this letter.)

Visitation will be during specific hours, at a specific designated location, with a limit of one visitor per resident. We recognize that this may feel limited as it should. It has taken us a long time to get here and we want to start in a very controlled way, learn from this, and then adjust to be able to accommodate greater numbers in the future. Again, any misstep in this process could result in our inability to have visitors and we want to ensure we are taking all appropriate steps for this not to occur. You play a large role in this! You will be receiving a telephone call to schedule your visit and to provide you with helpful information for your arrival to campus.

Again, we are excited to be welcoming you and look forward to seeing you, and others, in the weeks ahead.

Sincerely,

Nicole Sarver, CEO

Nan Yeater, NHA

Geli Losch, Senior Director of Resident Services

Visitation Protocol

During your visit, the following is expected:

- ❖ Sign in and provide your contact information
- ❖ Answer all health screening questions, checking for fever, and questions about possible exposure.
- ❖ Wear a face covering or facemask (please supply your own). The resident will be provided with a facemask.
- ❖ Use alcohol-based hand sanitizer before and after the visit
- ❖ Stay in designated facility locations (you will have a specific visitation area-no personal visitation within the resident's room)
- ❖ Follow social distancing protocols (e.g. no hugging, handholding, etc.)
- ❖ Sign out before leaving.

Staff will monitor visits to make sure all safety guidelines are met and followed and will properly disinfect the designated visitation location after you leave. These measures are out of our desire to keep Valley View residents healthy and will be enforced. We thank you in advance for your understanding and are pleased to be opening our doors to you again.

Failure to comply will affect future visitation

www.health.pa.gov DOH-Information for Long-Term Care facility visitors