



## Family Member Communication

March 12, 2021

We are elated to share the Centers for Medicare and Medicaid Services (CMS), as well as the Pennsylvania Department of Health (DOH), have issued new visitation guidance for residents. These revisions were **only made possible** due to residents and team members seeing value in the vaccine. This is a HUGE day for Valley View residents and for you as family members. It is our intent to proceed with the utmost caution, but in a way that embraces this new guidance and gives residents what they have longed for the past year!

It is important to note the following:

- This guidance still requires a visitor's knowledge of and ability to comply with all appropriate infection control measures (hand hygiene, face covering [mouth and nose; preferably a surgical mask rather than cloth mask], and social distancing).
- This guidance still requires the health screening of all visitors in addition to COVID-19 exposures. (All scheduled visitors will enter through the main Haven entrance, screened through use of a kiosk, and issued a badge to be worn during the visit.)
- This guidance requires Valley View to determine the amount of visitors it can safely have at one time, the route of travel in the building getting to designated areas or resident rooms, and the scheduling of visitation for a specific amount of time to ensure all residents have access to seeing family and friends.
  - For these reasons, it is imperative all visits are prescheduled and arranged through a central phone number so overall maximum amount of visitors, paths, and infection control measures can be maintained. If desiring a visit, please call the main number, (717) 935-2105 and dial extension 1330. This phone will be answered and/or messages returned during the business hours of Monday–Friday, 8 AM–4 PM. Messages will also be checked Saturday–Sunday, 9 AM–1 PM.
  - There will be a limit of two visitors per resident at one time.
  - Initially, visitation will be limited to one hour.
- **This guidance permits fully vaccinated residents to receive visitation within their room and permits touch (ex: holding hands/hugs)!**
- This guidance expects residents who are not vaccinated will receive socially distanced visitation with touch not being permitted.
- The guidance also emphasizes the importance of outdoor/outside visitation whenever possible as it poses the least risk. Several outdoor enhancements are underway for future use.

It is worth noting, if we have one new positive case of COVID-19 by a resident or team member, visitation will be impacted until all residents and team members are tested and results received. If there are no new cases, then visitation is only restricted for that particular hallway/neighborhood with the positive case of COVID-19, rather than all areas as was the

previous directive. If additional tests return positive in other areas, then visitation will be halted for all areas for a period of, at minimum, 14 days until all subsequent test results return negative.

We plan to do everything we can for visitation not to be restricted and continue to emphasize the choices we make related to all infection control measures (both at work and outside in the greater community) are key! We also know vaccination is what made this communication possible and believe vaccination continues to be the path for fewer restrictions! We encourage you, residents, and team members to continue to see value in making this choice.

In closing, we cannot thank you enough for your patience and prayers over the last year. It has been a long road and we rejoice with you in this news! We look forward to seeing you in the days, weeks, and months ahead.

**\*Compassionate care visitation remains the only exception to these guidelines and is initiated and arranged by Social Services.**

With Pure Joy,

A handwritten signature in black ink that reads "Nicole M. Sarver". The signature is written in a cursive, flowing style.

Nicole Sarver, CEO