



Family Member Communication
October 12, 2020

Dear Haven Family and Friends,

Happy fall! I hope you are enjoying the cooler weather and this communication finds you in good health. We wanted to take this opportunity to provide some important updates.

Testing Update:

I am pleased to share that Valley View Haven (Nursing) has successfully completed its ongoing testing measures in the detection of COVID-19. As previously, shared, routine testing the end of September and beginning of October resulted in a team member and resident testing positive. These results required us to suspend in-person visitation and to complete facility-wide testing of all Haven residents and team members. We have since completed this requirement with no new cases affording us the ability to begin in-person visitation again.

Moving forward, we will be conducting routine testing of team members in the Haven based upon the prevalence of COVID-19 within Mifflin County. The Department of Health has outlined a specific plan for nursing homes to follow specific to county percentages. The only exception to this routine testing would be if a resident and/or team member presented with symptoms with us testing them immediately. In addition to meeting this expectation, Valley View continues to be proactive in its routine testing of all team members following a scheduled vacation. This serves as another preventative, early detection measure that we find value in maintaining.

Visitation Update:

In-person Visits — We look forward to greeting you the week of November 2, 2020. Please call the main Valley View number (717) 935-2105 ext. 1330 to schedule your next in-person visit for Haven and Rehab residents. Families with loved ones in Memory Lane may dial (717)935-2105 ext.1830 to schedule a time too. Visitation will be permitted as long as there are no future positive COVID-19 tests within Nursing. Should this visitation need to be suspended again in the future, we will continue with Window Visits, Virtual Visits, End of Life Visits, and Compassionate Care Visits.

Window Visits — These visits occur at an area designed by the facility where a resident and visitor can visually see one another through a window or door barrier and are provided with assistive communication devices (phones and wireless headsets). Recognizing cooler weather has arrived, we are designating alternative locations for these visits that will provide warmth and shelter from inclement weather this fall and winter. Please call (717) 935-2105 ext. 2850 to schedule a future visit.

Virtual Visits — These visits continue to occur and utilize either Skype or FaceTime as a way for residents and loved ones to connect remotely. Please dial (717) 935-2105 ext. 2080 to schedule this way to speak with your loved one.

End of Life Visits — These visits continue to occur and are determined by Nursing Administration taking into account the resident’s overall health and prognosis. These visits are initiated by Nursing Administration and specific screening measures as well as infection control guidelines are reviewed and discussed prior to such a visit.

Compassionate Care Visits — These visits are determined on a case-by-case basis with specific criteria needing to be met, as outlined by Department of Health. It is recognized as a way to maintain or improve a resident’s health and well-being. These visits are also initiated by Nursing Administration with specific guidelines and safety measures needing to occur prior to such a visit.

Resident Item Drop Off Update:

We cannot thank you enough for the creative ways you have found to care for your loved one during this time. We find great joy in delivering the items and sharing in your loved one’s delight as they receive these deliveries. Given the variety of times that items are being dropped off and the increasing number of perishable food items, we are finding ourselves running often throughout the course of the day for these deliveries. For this reason, we will be implementing specific delivery times throughout the day and evening. **These delivery times will be 11:00 a.m., 2:00 p.m., and 6:00 p.m.** Please continue to drop your items off at the area designated within the main lobby of the Haven and we ask the following:

- Please have items labeled with the Residents name and room number.
- Please have any food items in a sealable and disposable container. We will no longer be returning containers for reuse.

Ongoing Communication:

We hope you have found great value in our ability to provide you with more timely notification through our mass communication system (e.g., phone calls/emails/text messages). We plan to use these various means of communication to keep you informed with important updates affecting Valley View Retirement Community. We ask for your assistance in passing on these updates to family and friends.

The last eight months have certainly proven to be historic ones. We do not take lightly the responsibility we feel in providing care and support to the residents of this great community. We also recognize the tremendous void you may be feeling in not being able to visit as frequently and/or touch your loved one. With the holidays quickly approaching, we will look for creative ways to celebrate and share with you.

Respectfully,



Nicole Sarver, CEO