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July 2, 2020

Riverview Residents and Resident Representatives,

Our campus continues to have no confirmed, suspected or probable cases of COVID-19. We thank our staff for all they are doing daily to keep this virus out of our facility; appropriate use of Personal Protective Equipment (PPE) for themselves and residents, monitoring of their health and the health of our residents daily, good hand hygiene and sanitization practices.

During a Press Conference held on Monday, June 29, Ohio Governor, Mike DeWine, announced he would be opening Ohio's Nursing Homes up for Outdoor Visits on Monday, July 20. While we are awaiting further guidance for this, we have begun to discuss what we believe we will be putting in place to best protect the health and safety of our residents, staff as well as those who are coming to visit. Once we are able to design a plan that fits the guidelines given by the State of Ohio, we will also have these reviewed by the Ottawa County Board of Commissioners (our owners) and the Ottawa County Department of Health.

We are certain, we will be required to limit the amount of visitors per resident, require an appointment, screen the visitor(s) for signs/symptoms of COVID-19, ensure a 6 foot distance is maintained at all times between the visitor(s) and resident, as well as use of a face covering and hand hygiene for both visitor(s) and resident.

As soon as we have a protocol that is acceptable under the Ohio guidelines and the appropriate local approval, we will notify all Resident Representatives by phone. We ask that the resident representative inform all loved ones of the resident and discuss the best way to visit using the decided upon guidelines.

We also believe we may need to wait for our staff to be tested by the Ohio National Guard and receive the results of those test prior to allowing visitation to occur. The scheduling of this process is determined by the state agencies involved and not our facility, and we have not been notified when this testing will take place. Please remember, while our staff is being screened before reporting to their unit or department, there have been many asymptomatic cases that test positive. A positive finding will delay us in allowing visitation to our facility. We will communicate when this testing is to our residents and their representatives, and will be required to report the findings of this testing to you as well.

While we know being away from your loved one has caused stress on both sides, we are certain that we will not be permitted to allow hugging or hand holding, if you feel this may cause additional stress on your loved one, we ask you to consider if visiting in person is a good idea or may cause additional stress. (This is mentioned in the visitation guidelines of the Assisted Living, and we are most certain will be required in the guidelines given to Nursing Homes as well. Once again, not a Riverview decision, but one made at a much higher state and federal level).

We also want everyone to remember that opening up these visits no matter how many safety precautions we put in place will still give some threat for the virus to enter our facility. We will continue to do all we can to keep it away from residents.

We are excited to reunite our resident and their loved ones, but it is still important to remember this virus is still among us and there is no vaccine at this time. We must use good judgement and good precautions to ensure we are doing the best for our residents, staff and visitors.

Thank you,

A handwritten signature in black ink that reads "Kendra M. German, LNHA". The signature is written in a cursive style with a large initial 'K'.

Kendra M. German, LNHA
Riverview Administrator