



8180 W. State Route 163, Oak Harbor, Ohio 43449~419-898-2851~www.riverviewhealthcare.com

NOTICE RE COVID-19 POSITIVE CASE

February 23, 2021

Dear Resident and Family Member/Sponsor/Guardian:

As you know, our whole world is dealing with an unprecedented crisis related to the highly contagious novel coronavirus (COVID-19). We are all pulling together to try to fight this virus so that we can make sure that there are sufficient resources to protect those who are most vulnerable. In order for us all to be able to make informed decisions about what is best for ourselves and our families, we believe that it is important that people know where COVID-19 has manifested.

We have experienced a positive COVID-19 test through our biweekly employee testing.

Unfortunately, despite our efforts, like so many other communities like ours, we too have had a staff member test positive for COVID-19. While this is not unexpected, it still saddens us, and our hearts go out to those affected. We have notified our local and state departments of health and will continue to work with them to monitor our active cases.

We are taking steps to reduce the spread of infection.

Given the high risk to the population that we serve, we have adopted a number of measures designed to protect our residents and staff.

- These include a suspension of indoor or outdoor visitor policy
- Enhanced health screening of residents and staff
- Isolating residents with symptoms
- Sending staff with symptoms home to isolate
- Additional use of Personal Protective Equipment (PPE) and other measures informed by guidance from federal agencies, such as the Centers for Disease Control (CDC).
- All residents and staff of Riverview will be tested every 3-7 days until we have reached 2 full weeks of negative testing for all residents and staff.
- Large group activities will be suspended and will move to Door Way activities with social distancing, face masks, hand and surface sanitation.
- Open Dining in our Harvest Glen (Stations 1 & 2) Dining Room has been suspended. Each station will have a designated time for meals. Masks must be worn to and from the dining room. Social Distancing, hand and surface sanitation will be done before, after and during the meal service.

We will not be sharing details publicly about positive tests.

Rest assured, if we need to contact a family member with updates about a specific resident, we will reach out directly. But, also, please note that out of respect to those affected and their families and, in accordance with privacy laws, we will not be sharing any details regarding our positive cases publicly.

Information regarding the number of positive cases may be accessed on ODH's website

While we will not be sharing details publicly, we do share information regarding all of our positive cases with the CDC, CMS, the Ohio Department of Health and the Ottawa County Department of Health. Information regarding the incidence of positive cases at long-term care facilities, including ours, may be accessed on the Ohio Department of Health's (ODH) website at <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/dashboards/long-term-care-facilities>.

Future Updates.

All future updates related to staff or residents with new lab confirmed or probable COVID-19 will be provided via our website www.riverviewhealthcare.com or you may always call the facility and ask for an updated number of COVID-19 positive or presumed cases. Please contact our front desk (Ext. 4000) between the hours of 5am and 7pm.

Contact us with questions.

We know that this crisis is particularly challenging for you. We empathize with your feelings of separation and vulnerability, and we want to thank you for your ongoing support and trust. If you have any questions about COVID-19 or the steps that we are taking to protect our residents, please contact:

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