

September 10, 2021

Dear Kensington Family Members & Responsible Parties:

Unfortunately, today, we had another Staff member test positive. This does require us to continue in lock-down mode. We will continue to test the residents and Staff twice a week for COVID. We did test all residents today and all tests came back negative. I will send a follow-up e-mail next week on where we stand with everything. Expected "re-open" date is Friday, September 24<sup>th</sup>. Again, please check email the most up-to-date information.

Compassionate Care Visits will still continue, however, being that your loved one resides in a semi-private room, PLEASE CONTACT THE FRONT DESK PRIOR TO YOUR VISIT! 330 562-3120. These visits should be conducted by POA or close relative (the goal being to limit the exposure to the resident and the building). Please review the guidelines below carefully to determine if your visit qualifies as a "Compassionate Care Visit." Again, please contact the front desk prior to your visit.

Compassionate Care Visits - While end-of-life situations have been used as examples of compassionate care situations, the term "compassionate care situations" does not exclusively refer to end-of-life situations. **Examples of other types of compassionate care situations include, but are not limited to:**

- A resident, who was living with their family before recently being admitted to a nursing home, is struggling with the change in environment and lack of physical family support.
- A resident who is grieving after a friend or family member recently passed away.
- A resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.
- A resident, who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently (when the resident had rarely cried in the past).

Again, the reason for a Compassionate Care Visit does not have to be limited to the above examples.

To visit under the Compassionate Care Visit" exemption, follow these guidelines:

- Compassionate Care Visitation Hours: Monday through Friday, 9am to 11am; 1pm to 4pm; 6pm to 7pm.;  
Saturday and Sunday, 10am to 11am; 1pm to 3pm (Note: no visiting at mealtimes).
- No appointment is necessary. The visitor can simply arrive at the facility during the above hours, sign in and do the screening procedure, and proceed to your loved one's room. Residents cannot leave the building, except for medically necessary appointments. Visitations should occur in the resident's room.
- A limit of 2 visitors per resident.
- Keep visits to a maximum of 2 hours.
- All visitors, regardless of their vaccination status, MUST wear a surgical mask (no cloth masks) in common areas at all times. We'll provide a surgical mask if needed.