

# Long-Term Program in Glenwood Visitor Restrictions and FAQ

Communication Update as of 3/12/2020

The safety of our persons served is of the utmost importance to On With Life. Due to recent reports of a confirmed case of Coronavirus/COVID-19 in Pottawattamie County (which borders Mills County where Glenwood is located), On With Life's Long-Term Care program in Glenwood has updated its visitor restrictions as of 8:00 p.m. on March 10.

**For the safety of our persons served, NO VISITORS are allowed in On With Life's Long-Term Care Facility in Glenwood.**

We are required to follow CMS visitor restriction guidelines (<https://www.cms.gov/files/document/qso-20-14-nh-revised.pdf>) which states visitors are restricted in skilled nursing facilities in counties neighboring those with a confirmed coronavirus case. **Only staff or medically-necessary personnel will be allowed to enter our building.** This means family members, volunteers and vendors will not be allowed in our building. Please know we understand how hard this will be on families, but due to CMS regulations and persons served safety, it is required at this time.

## **Why are visitors not allowed in our Long-Term facility in Glenwood?**

The safety of our persons served is of the utmost importance to On With Life. Due a confirmed case of Coronavirus/COVID-19 in Pottawattamie County (which borders Mills County where Glenwood is located), our Long-Term Care program in Glenwood has followed the guidance from CMS and the Iowa Department of Public Health to restrict visitors. Please know we understand how hard this will be on families, but due to CMS regulations and persons served safety, it is required at this time to prevent exposure to our very medically fragile population and the staff that care for them at On With Life.

## **When will visitor restrictions end?**

The visitor restrictions are temporary and subject to change as necessary. At this time, limiting exposure to our persons served is our top priority, therefore these restrictions will be in place for the foreseeable future.

## **How do I communicate with my loved one?**

Family involvement has always been a guiding principle of On With Life and we will do everything we can to maintain involvement as restrictions are implemented.

- We have plans in place to ensure communication with family members. Our staff will individually call each family to provide communication options and will provide updates per the family's wishes.
- Facetime and Skype will be available to all persons served; please contact Josh Heitkamp (712-525-1258 or [joshua.heitkamp@onwithlife.org](mailto:joshua.heitkamp@onwithlife.org)) to arrange this.
- Care conferences will be done by phone and that will be communicated with all families. Taylor Klimiuk (712-525-1667 or [taylor.klimiuk@onwithlife.org](mailto:taylor.klimiuk@onwithlife.org)) will coordinate these.

## **Can I meet with my loved one in another part of the building or campus?**

No, not at this time. To limit exposure of any kind to our persons served, no visitors are allowed on our campus.

**What if my loved one requires emergent care?**

As always, emergency services will be called and persons served will be transferred to the hospital as needed. Upon readmission back to On With Life, there may be additional readmission screenings for persons served.

**What if my loved one becomes very ill and or requires end of life care?**

Special exceptions will be made for hospice care in accordance with the CMS regulations.

**What if I want to take my loved one on an outing?**

Unfortunately, all outings and non-essential medical appointments will be cancelled for at least the month of March. This is for the safety of our persons served and limiting exposure to the Coronavirus. Medically necessary appointments will continue as needed.

**How will this be communicated with the community?**

The Glenwood team will be calling all persons served and families to let them know that the restriction will be in place until further notice. We will also be updating the messages on all internal and external communication tools.

Posters will be placed on the external doors. They will include verbiage that instructs visitors to call the main nurses' line (712-525-1205) for immediate assistance. This line is answered 24/7.

**How will staff and visitors be screened for safety?**

Our infection control team is monitoring this closely and screening tools will be implemented for staff and persons served safety. The message to all staff is that it is very important that if they do not feel well, have a fever or show any flu-like symptoms, they do not enter the building and call-in to their supervisor. The [American Health Care Association has put out this screening checklist as a recommendation for visitors and staff.](#)