

Supported Community Living Services and Residential Neuro Rehabilitation 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. To that extent, we have recently changed our visitor guidelines due to an increase in cases in Iowa and per the recommendations of CMS.

These restrictions will take place as of 8 p.m. on Thursday, March 12.

For the safety of our persons served, NO VISITORS are allowed in On With Life's Residential Neuro Rehabilitation Facility in Des Moines.

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 RNR program in Des Moines?

The safety of our persons served is of the utmost importance to On With Life. Due to recommendations from CMS and the increase in cases of Coronavirus/COVID-19 in Iowa, On With Life has decided to restrict all 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. Our staff will work together with family members to provide communication options and will provide ongoing updates per the family's wishes. This may include Facetime, Skype, phone calls and other forms of communication as needed. Our RNR Supervisors will be working closely with families to ensure ongoing communication and updates are provided. Families can also call their loved ones directly. Families may also contact Erik Gregersen (ext. 179 or erik.gregersen@onwithlife.org) to discuss any questions.

How do will I get regular updates on my loved one's rehabilitation and care?

The RNR supervisors will ensure regular updates are provided to family members and will discuss frequency and delivery method individually with each family. Care conferences will continue and include family by phone or teleconference.

Can persons served leave the building in order to see family/loved ones outside?

The no visitor restriction extends throughout our entire campus. To limit exposure of any kind to our persons served, no visitors are allowed on our campus.

What if I want to take my loved one on an off-campus outing, a day pass or home visit?

All outings will be reviewed on a case by case basis. Please contact Erik Gregersen (ext. 179 or erik.gregersen@onwithlife.org). Outings to events or locations with many individuals present will not be recommended at this time.

Will overnight passes or home evals be allowed?

They will continue to be review on a case-by-case basis but will be allowed as individuals prepare for discharge home.

What extra precautions are SCL staff taking?

SCL staff are calling all PS before their scheduled visit to ensure they are feeling well and showing no signs or symptoms of illness. If a PS feels fine, services will continue as normal. If a PS feels ill, we will recommend they seek appropriate medical attention.

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.](#)

What if I feel sick?

It is crucial that if you feel sick that you DO NOT ENTER THE FACILITY! We are asking all employees to not enter the facility or have person-served interaction if they are experiencing any viral symptoms such as a fever, cough or shortness of breath. [Click here to view a complete list of symptoms.](#)

How do I stay up to date on what's happening in Iowa and Nebraska and how to prevent the spread of COVID-19?

- Centers for Disease Control - <https://www.cdc.gov/coronavirus/>
- Iowa Department of Public Health - <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>
- Nebraska Department of Public Health - <http://dhhs.ne.gov/Pages/Coronavirus.aspx>
- World Health Organization - <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>