

# **Post-Acute Inpatient Program Visitor Restrictions and FAQ**

Communication Update as of 6/9/2020

The safety of our persons served is of the utmost importance to On With Life. Due to CMS recommendations and an increase in recent reports of confirmed cases of Coronavirus/COVID-19 in Iowa, On With Life's Post-Acute Inpatient program in Ankeny has updated their guest and visitor restrictions. These restrictions are in place until further notice.

**For the safety of our persons served, only one designated family member per person served is allowed in On With Life Post-Acute Inpatient Facility in Ankeny.**

Only staff, designated family members or medically necessary personnel will be allowed to enter our building. This means other family members, volunteers and vendors are not allowed in our building. Please know we understand how hard this is on families, but due to CMS regulations and persons served safety, it is required.

## **Why are visitors limited in our Post-Acute program in Ankeny?**

The safety of our persons served is of the utmost importance to On With Life. Please know we understand how hard this is on families, but due to CMS regulations and persons served safety, it is required to prevent exposure to our very medically fragile population and the staff that care for them at On With Life.

## **Will designated family members need to follow certain rules while at On With Life?**

Our nursing team has put together some instructions for family members to follow while on our campus, and our social work team will be sharing those with the designated family members.

## **When will these 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 when I'm not there?**

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 social workers and Case Management team will be working closely with families to ensure ongoing communication and updates are provided. Families may also contact their social worker directly (Liz Funk – 515-289-9629 or [liz.funk@onwithlife.org](mailto:liz.funk@onwithlife.org) or Erin Meyer – 515-289-9683 or [erin.meyer@onwithlife.org](mailto:erin.meyer@onwithlife.org)) to discuss any questions.

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

The social workers and Case Management team 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?**

Designated family members will be allowed to take their loved ones outside; however, to limit exposure to our persons served, no visitors other than the designated family members 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 and non-essential medical appointments are cancelled until further notice. This is for the safety of our persons served and limiting exposure to COVID-19. Medically necessary appointments will continue as needed. We will be allowing day passes and home visits on a case-by-case basis (to be discussed with the case management team) as individuals prepare for discharge to home.

**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, additional readmission screenings will be implanted for persons served.

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

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

**Are students completing their clinical rotation at On With Life restricted?**

This continues to be reviewed on a case-by-case basis. Students completing a clinical internship at On With Life are considered staff and will be allowed to continue at this time in accordance to State, Professional and Academic Guidelines. One-day or short-term student observations and tours are suspended at this time until further notice.

**Are volunteers at On With Life restricted?**

Yes, volunteers will fall under the visitor category and are not allowed in any of the On With Life facilities until further notice.

**How will staff, designated family members and medically necessary personnel be screened for safety?**

Our infection control team is monitoring this closely and screening tools have been implemented for staff and persons served safety. The message to all employees, designated family members and medically necessary personnel is that it is very important that if they do not feel well, have a fever or show any possible COVID-19 symptoms, they do not enter the building.

**What else is On With Life doing?**

Because this is a rapidly changing situation, our team continues to meet on a regular basis to update and respond as needed.

**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>