

Post-Acute Inpatient Program Visitor Guidelines

Updated as of 10/19/2020

The safety of our persons served is of the utmost importance to On With Life. Due to recommendations from CMS, IDPH and DIA, along with the Polk County positivity rates, On With Life's Post-Acute Inpatient program in Ankeny has updated their guest and visitor guidelines. These guidelines are in place until further notice and may change at any time.

Will I be able to visit in person with my loved one?

Yes, On With Life's updated visitor guidelines will allow for in-person visits with several options.

Chat Box Visits – Chat box visits will be available in our West Family Room. Families may schedule a time (daytime, evening and weekend hours are available) through their social worker. Two visitors at a time are allowed. The visitors must enter through the West Door and be screened by a member of the On With Life staff. A gown and mask are required through the entirety of the visit.

Outdoor visits – Outdoor visits will be available at the east benches. Up to two visitors are allowed to visit a person served at a time, and masks must be worn by both the visitors and the persons served at all times. Social distancing of 6 feet between person served and visitors must be maintained.

Open Window Visits – Open window visits will be available at the person served's window.

How should I contact if I have questions about visiting?

Please contact our social work team via email or phone

Email Erin Meyer (erin.meyer@onwithlife.org) or Luke Alessio (luke.alessio@onwithlife.org)

Phone: 515-289-9600

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.

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.