

Long-Term Program in Glenwood Visitor Guidelines and FAQ Communication Update as of 11/3/2020

The safety of our persons served is of the utmost importance to On With Life. Based on new guidance and Mills County positivity rate, On With Life's Long-Term Care program in Glenwood has updated its visitor restrictions. On With Life continues to work diligently to maintain the balance between persons served safety and their psychosocial needs, recognizing the major importance that families play in many of the persons served lives. These guidelines are in place until further notice.

What are the updated visiting guidelines?

As of Tuesday, November 3, we are restricting visitors in our building at our Glenwood campus. This means **in-person visits will not be allowed** at On With Life's long-term program. **Only staff or medically-necessary personnel will be allowed to enter our building;** family members, volunteers and vendors will not be allowed in our building.

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. **Video chats** will continue as they have been, and **window visits** will be allowed (weather permitting). Video chats and window visits will need to be scheduled through our social services coordinator. Any exceptions to the guidance provided here must be prearranged with the social services coordinator or administrator ahead of time.

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 want to take my loved one on an outing?

Unfortunately, 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 the Coronavirus. Medically necessary appointments will continue as needed.

How will this be communicated with the community?

The Glenwood team has notified all persons served and families to let them know that the updated guidelines are in place and will be in place until further notice.

What happens if the positivity rate in Mils County changes?

We will continue to work to allow as much interaction with you and your loved one as possible, but based on additional guidance from CMS and IDPH, positivity rate changes, or other factors outside of our control, this will continue to be an ever-evolving process, and we may have to make last minute changes. Our number one goal continues to be the safety and well-being of our persons served and staff.