



June 25, 2020

Dear Valued Patients, Residents, and Family Members,

The health and safety of our patients, residents, families, and employees is our highest priority. As the coronavirus (COVID-19) health crisis continues, we recognize the importance of sharing information and communicating actions we are taking to protect and care for our Lexington family.

We understand how difficult it has been to be separated from your loved ones while we continue to restrict visitation in our facilities. We are happy to announce that the Illinois Department of Public Health has approved long-term care facilities to enable a limited number of safe, structured outdoor visits each day.

The following required guidelines will help you prepare for a safe and enjoyable visit:

- Visitation must be limited to two visitors at a time per resident.
- Visitors must be 18 years or older in order to participate in an outdoor visit.
- Residents must be able to tolerate sitting for the duration of the visit.
- Residents must be able to follow the visitation guidelines independently or with little assistance.
- Residents with active COVID-19 infections, either laboratory confirmed or symptomatic, are not allowed to participate in outdoor visits.
- Residents on isolation precautions for any reason are unable to participate in outdoor visits.
- We will ensure that a minimum distancing of six feet between residents and visitors is achievable in the designated outdoor space.

- Clear social distancing requirements will be communicated and enforced prior to the visit to ensure six feet distancing between residents and visitors is followed.
- Visitors must schedule an appointment with the facility to visit a resident. We are unable to accommodate a visit without a scheduled appointment.
- Visitors will be prescreened using the CDC symptom checklist by phone within 24 hours in advance of the visit.
- Designated parking areas for visitors will be posted in our parking lots.
- Visitors will call the facility upon arrival and remain in their vehicles.
- Visitors will be screened in their cars or at the outdoor screening station upon arrival with the CDC symptom checklist and a temperature check.
- Visitors displaying symptoms should not visit the facility.
- Residents receiving visitors will also be screened with the CDC symptom checklist and temperature check prior to visitors' arrival.
- All visits are limited to the designated outdoor areas only.
- Visitors will enter the designated outdoor visitation area through an outdoor entrance and will not be able to enter the facility at any time.
- For the duration of the visit, the resident and visitor must wear face coverings.
- Consumption of food and drink is not allowed during visits.
- In order to facilitate as many visits as soon as possible, we are currently allowing 20 minutes for each visit. This will allow us to have more loved ones reconnect and time to complete required cleaning between visits.
- The facility will provide supervision during each visit to ensure the use of face coverings and social distancing.
- The facility can suspend the visit at any time if the visitation guidelines are not followed.
- Outdoor visits are weather dependent. Visits may need to be suspended in the case of inclement weather.

Please call your loved one's facility to schedule your visit. We will contact you prior to your scheduled visit to complete the CDC symptom checklist and prepare you for time with your loved one.

Thank you for your continued patience as we have faced challenges surrounding the coronavirus together. We are excited to reunite loved ones in the safest and most personal way possible. We will evaluate time allowed for visits as we continue the process. At this time, it is our hope that we can reconnect as many families and loved ones as possible.

Some facilities may need to limit visits to one time per week in order to accommodate all loved ones.

We look forward to hearing from and seeing you in our designated outdoor spaces soon.

If you have additional questions, please call (630) 748-3552, Monday – Friday between 8:30am and 5pm.

For the latest coronavirus insight and preventive measures, we invite you to visit www.cdc.gov.

Thank you.

The Lexington Health Network Clinical Operations Team