



November 2, 2020

Dear Valued Patients, Residents, and Family Members,

We understand how difficult it has been to be separated from your loved ones while visitation restrictions remain in place. At this time, we are able to continue to offering outdoor patio visits at all of our facilities and communities as the weather permits. We are also working to make outdoor visits as comfortable as possible.

Due to community rate increases, we have received new guidance from IDPH and Governor Pritzker's office regarding our ability to offer indoor visits. **Any long-term care facilities in Regions 1, 3, 4, 5, 6, , 8, 9, 10 and 11 are unable to offer indoor visitation or off-site outings at this time. Meanwhile, outdoor visitation may continue.**

The Restore Illinois plan divides the state into 11 health regions for purposes of regional pandemic recovery phases.

Region 8: Lexington of Bloomingdale, Elmhurst, Lombard, Elmhurst Square, Lombard Square

Region 9: Lexington of Lake Zurich, Eastgate Manor

Region 10: Lexington of Chicago Ridge, LaGrange, Orland Park, Schaumburg

We will keep you informed of any updates in our Regions and the impact on visitation. Please note that Region 8 with communities in Bloomingdale, Elmhurst and Lombard have been added since our October 29th communication.

We are always happy to offer remote visitation through FaceTime, Zoom or other virtual platform. We know how hard restrictions are on everyone and dedicated to doing all we can to keep you and your loved ones safely connected and engaged.

As a reminder, the following guidelines will help you prepare for an enjoyable and safe visit:

- Visitation must be limited to two visitors from the same household at a time per resident.
- Visitors must be 18 years or older in order to participate in a 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 visits.
- Residents on isolation precautions for any reason are unable to participate in visits.
- We will ensure that a minimum distancing of six feet between residents and visitors is achievable in the designated 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. Please note that the screening will include a travel screen. Visitors that have traveled to restricted states and countries are unable to visit during the 14-day quarantine. Updates to travel restrictions can be found at <https://www.chicago.gov/city/en/sites/covid-19/home/emergency-travel-order.html> .
- Visitors will be screened in their cars or at the 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 designated areas only.
- Visitors will enter the designated visitation area through a designated entrance and will not be able to travel throughout the facility at any time.
- For the duration of the visit, the resident and visitor must wear face coverings.
- Consumption of food or 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. We are working to create outdoor space as comfortable as possible.

- Pets are not allowed to attend visits.

Please contact your loved one's facility to schedule a visit. We will contact you within 24 hours of your scheduled visit to complete the CDC symptom checklist and prepare you for time with your loved one.

We will keep residents and loved ones informed with all facility specific updates as needed.

Thank you for your continued patience and support as we continue to face the challenges surrounding the coronavirus together.

Stay safe and be well.

Sincerely,

Mary Franks
Senior Vice President, Clinical Operations