



815 Forest Avenue | Northfield, Minnesota 55057  
507.664.8800 TEL | 507.645.0942 FAX

Dear Friends and Families of Three Links,

October 12, 2020

Re: Indoor Visits

The safety and health of our residents and staff has guided our response to COVID-19 throughout the pandemic. As a result of restrictive efforts to reduce exposure to COVID-19, the impact of social isolation can be seen in residents. As is recommended by Center for Medicare & Medicaid Services (CMS), we are adhering to their new guidance and offering visitation at Three Links Care Center through “indoor visits” while protecting the health of our residents and staff. Indoor visits will be structured similarly to outdoor visits but with additional restrictions to mitigate the spread of illness. With the cold weather approaching and for the comfort of our residents, we are discontinuing outdoor visits until they can be resumed in the spring.

#### **“Essential Caregiver” program canceled**

The new guidelines from CMS do not recognize the guidelines of the previously put into place “Essential Caregiver” program by the Minnesota Department of Health (MDH). Therefore, per federal guidelines, the Essential Caregiver program has been discontinued at the Care Center. We apologize if this has caused any confusion.

#### **Guidelines for indoor visits**

You are a partner in helping to protect our residents and staff from COVID-19. We ask that you understand the requirements and procedures we have put in place based on state and federal guidance.

1. Visitors must schedule a visit a minimum of 24 hours in advance by calling Monday through Friday, 9 a.m. to 4 p.m. Indoor visits are preferred during regular business hours, however, evening and weekend visits may be arranged.
2. Visits are half an hour (or less if desired) in duration.
3. To schedule an indoor visit, please call:
  - Bridge and Crossroads (upper level of Care Center): 507-649-2873
  - Pathways (lower level of Care Center): 507-649-2781
4. Visits will take place:
  - Bridge and Crossroads (upper level of Care Center): in the Three links Chapel Conference Room
  - Pathways (lower level of Care Center): in the Pathways Sensory Room
5. Please enter at the:
  - Bridge and Crossroads (upper level of Care Center): Front entrance on the east side of the Care Center, closest to the main lobby

- Pathways (lower level of Care Center): Temporary/employee entrance at the southeast side of the Care Center
6. Visits are limited to 2 people (age 0 and older) per visit.
  7. A young child must stay with their accompanying adult at all times.
  8. No pets are allowed.
  9. All visitors (age two or older) must wear and provide their own surgical face mask and face shield/goggles to enter building and for duration of visit.
  10. A Visitor Guide will conduct a screening of visitors including temperature check prior to entry.
    - Visitors must not have any symptoms of COVID-19 (Fever, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting or diarrhea)
    - Visitors must not have any known exposure to COVID-19.
    - A risk acknowledgement form will need to be signed by visitors if not already on file.
  11. Visitors must practice hand hygiene upon entry and conduct frequent hand hygiene during their visit.
  12. Visitors will limit their movement to within designated visiting areas only; common places are restricted.
  13. Physical contact is not allowed – no hugging, kissing, handshakes, etc.
  14. No food or drink is allowed during visits.
  15. Visitors must maintain a distance of six feet from the resident you are visiting and from all residents.
  16. Visitors must maintain a distance of six feet from employees.
  17. Three Links limits the number of indoor visitors to no more than 5% of the number of residents at one time or according to the availability of designated spaces.
  18. Visitors must notify Three Links if they have COVID-19 symptoms that develop within 14 days of visit.
  19. The visiting area will be disinfected after each use by staff.

**Indoor Visits may be suspended for the following reasons:**

1. Visitors fail to follow infection control measures or other guidelines.
2. Visitor displays symptoms of COVID-19 during their visit.
3. If there is an outbreak in the facility – defined as one employee or one resident testing positive for COVID-19.
4. Personal protective equipment supplies are low.
5. Crisis/contingency staffing plan has been engaged.
6. Limited access to testing for residents or staff.
7. Significant increases in updated new COVID-19 cases within geographical radius.

We deeply appreciate your patience and ongoing the sacrifices you make to limit the impact of COVID-19 within our community. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,



Mark Anderson, Chief Executive Officer