

September 15, 2020

Dear Residents, Families and Friends

We have been COVID-free for several weeks and are in Phase 2 of reopening. As per our last letter, **the Residents are enjoying communal dining and some limited group activities**, but Residents from different areas of the Home cannot yet mingle with each other.

Although Mayor Bowser has extended the Public Health Emergency status here in the District until October 9, 2020, we are happy to inform you at this time that **we have received the approval from DC Health to begin outdoor visits with your loved one! Window visits, Skype, FaceTime, and Zoom contacts will still also be available.** These can continue to be arranged through Francine Whitley, Activity Director as you have been doing.

We appreciate your understanding and thank you in advance for your patience and collaboration with the new family visitation guidance. We do not want anything to jeopardize these visits. Our main goal is to focus on everyone's safety and well-being. **If someone becomes COVID-positive, we will be mandated to return to the lockdown mode**, so we need to adhere closely to what is being asked of us. *(Click here or visit our website @ www.littlesistersofthepoorwashingtondc.org for a copy of our guidelines/policy).*

Here are some helpful hints and reminders as we begin this next phase:

- Visitation is required to be outdoors in the designated areas only.
- **Visits are limited to 30 minutes and must be scheduled at least 24 hours in advance. Please contact Maggie Drew, Administrative Assistant via email @ sswashington@littlesistersofthepoor.org or via phone at 202-269-1831. Weekend visits should be scheduled by 2:00 p.m. Friday.**
- **Scheduled visits can take place 7 days a week from 10:00 a.m. – 6:00 p.m.** (the last scheduled visit would be at 5:30 p.m.). We also want to thank you in advance for adhering to the 30-minute time limit since staff must thoroughly sanitize the area after each visitation and prepare for the next family visit.
- Following the Department of Health guidelines, **we ask that you limit the number of visitors to 2 persons per Resident per visit.**
- When you arrive, please go to the front lobby for standard screening: sign-in, filling out the Visitor Screening Questionnaire, and temperature check. You are obliged to wear a face mask while on our property as well as during the entire visit.
- **Please do not bring food items to be eaten during the visits.** Perishable food items and packages marked with the Resident's name may be left with the receptionist. She in turn will notify a staff member who will make sure these are delivered accordingly.
- The Department of Health is requiring that a staff member be present to monitor visits but your privacy will be respected. Once you have completed the screening process, you will then wait for your loved one in the designated visiting area and a staff member will escort the Resident to meet you.

- **We must ask you to please refrain from any physical contact (hugging, kissing, handshaking, etc.) during the visit in order to maintain the required 6-foot social distancing and protect the Resident from any possible exposure to the coronavirus.**
- If ill or experiencing any COVID-related symptoms such as sore throat, cough, fever, headaches, chills, loss of smell or taste, congestion or runny nose, nausea, vomiting or diarrhea, please call to cancel your pre-arranged visit. You may re-schedule when symptom-free.
- **If you have any questions please feel free to contact Daisy Alzate, Director of Nursing or Sr. Alphonse Marie, Administrator at 202-269-1831.**

We hope that you are excited about this good news! May the possibility of these in-person visits bring much joy to both you and your loved one in the Home. Please keep in mind that window visits and video chats are still possible, and may be a better option in some circumstances, for example in inclement weather or if you wish to bring more than two people to visit.

As Little Sisters we always keep in mind the words of our foundress, Saint Jeanne Jugan, "Making the elderly happy, that is what counts!" We know you feel the same way and we look forward to working with you to keep making your loved one happy.

Sincerely,

Sr. Mary Michael and all the Little Sisters