



## PARK RIVER ESTATES CARE CENTER

9899 AVOCET STREET N.W. • COON RAPIDS, MINNESOTA 55433  
(763) 757-2320 • FAX (763) 757-6946

Dear Family Member/Friend,

As many of you have heard the Minnesota Department of Health is allowing outside visits in long-term care settings! We are excited to be able to offer this to our residents. We have included a copy of the regulations they have set out for us with this letter. We learned about outside visits the same time you did, and we appreciate your patience in allowing us to develop our plan to ensure everyone's safety. Please pass along this information to your family members and friends who may want to schedule a visit.

If you choose to participate in an outdoor visit with a resident at Park River Estates Care Center, we want you to be aware of the following:

- Outdoor visits will be arranged by **prior** appointments only. All appointments must be made at least **48 hours in advance**. If you arrive at PRECC without an appointment you will be turned away. You may call Dani the Director of Administrative Services at **763-757-2320** during the weekday from 8:00am – 3:00pm to set up an appointment. Appointments may only be scheduled through the daytime receptionist; no other staff member will make appointments.
- All visitors need to park in the back of the building, along the south side. You will **not** be allowed to enter the building at any time.
- Prior to your visit we will require that you be screened for COVID-19 symptoms by answering a series of questions. The screening form will be kept on file. Certain screening responses will result in the cancellation of the visit. Your temperature will also be taken by a nurse prior to visit. Elevated temperature will result in cancellation. You will use alcohol-based hand sanitizer to sanitize your hands.
- After passing the screening process you will be required to sit in your seat and wait for your family member. You may not meet your family member at the door.
- **Absolutely NO** physical contact will be made with your family member. Including: hand holding, hugging, kissing, etc. Violation of this will result in the end of visit.
- You and your family member will be required to wear a face mask during the entire visit. Please bring your own mask. Removal of face mask will result in the end of the visit.
- Visits are limited to **two** family members (this includes children). Children must be controlled to adhere to the 6-foot distancing requirement. Pets must also stay six feet away from the resident. Violation in 6-foot distancing will result in the end of visit.

- We may need to limit outdoor visitation due to weather. For example: if it is raining or a day with high humidity the visits will be cancelled and rescheduled.
- Residents who are currently COVID-19 positive (PRECC currently does not have a case) or are in a 14-day quarantine/observation period cannot participate in outdoor visits until transmission-based precautions are no longer required.
- Visits must be restricted to the defined visiting area. There will be two visiting areas for long-term residents and one area for TCU residents. Any visitor that goes beyond the visiting area will be asked to leave.
- Each resident will be able to have a visitor **once** a week. For example: a family member cannot schedule a visit to see a resident the same week another family member schedules a visit with the same resident. Please make sure you are communicating with your family members. We are unable to schedule for more than once a week at this time, in order to allow every resident to see their loved ones.
- Visits will be scheduled for **25 minutes**. The first visit will be scheduled at 9:00am and one will be scheduled every 30 minutes with the last one at 11:30am. This adds up to 6 visits per day at each station (12 total for long-term and 6 for TCU). This gives staff 5 minutes in between visits to sanitize the stations. Please arrive on time for your visit and stay no longer than 25 minutes to keep the schedule moving smoothly.
- Visits will be scheduled Monday-Saturday.
- **You may not bring drinks, food, gifts, flowers etc.** Please come empty handed and do not bring anything for your loved ones.
- There will be a staff member outside to monitor visits to ensure our residents safety. There will be distance to provide you with some privacy.
- **We reserve the right to refuse or suspend a visit if requirements are not followed.** We would be happy to discuss our rationale supporting such a decision. You may also contact the Office of Ombudsman for Long-Term Care at 651-431-2555 or toll-free 800-657-3591.

Park River Estates is currently building 6-foot flower beds to ensure safety and to help bring light to the 6 feet of distance from you and your loved one.

Requirements may be added to and/or loosened at any time. There is still a lot we do not know about COVID-19 and things are changing every day. Please be patient with us throughout this pandemic.

**The start date of outside visits is Wednesday July 1<sup>st</sup>, 2020.**

Sincerely,



**Val Derby, Director of Nursing**