



June 26, 2020

To our Timber Ridge Family,

It has been some time since we have provided an update, as we have been waiting for additional guidance for re-opening plans from the state. We appreciate your patience as their guidance has been slow in coming. We finally received some information late last week from the Illinois Department of Public Health entitled "Outdoor Visitation Guidance for Long-Term Care Facilities".

In accordance with that, we are providing an opportunity for family and guardians to visit our residents utilizing our outdoor courtyards at Timber Ridge. In order to help maintain the safety of all of our residents we have put in place the following protocols for these visits:

- Family and guardians are requested to pre-schedule their visits by contacting a QIDP or the RSD at least one business day before the planned visit during normal business hours to arrange for a visitation time.
 - Daytime visits during the week are preferred due to the availability of staff. If a weekend visit is the only option available for you, please call to schedule it during the work week prior to the visit so that we can find a time slot when we are able to coordinate staffing.
- Visit schedules will be coordinated so that only one family is present at a time. We will do our best to accommodate all requests, but may not always be able to do so as we try to accommodate multiple requests within the limits of our staffing.
- Due to resident care and staff schedules we may not be able to accommodate visits between 11:00 AM and 1:00 PM, or from 1:30 to 2:30 PM.
- In order to give opportunity for as many residents to have visitors as possible, visit length may need to be limited to 30 minutes or less.
- During the visit we are asking that physical distancing of 6' or more be maintained. Timber Ridge is using the courtyard fence as a physical barrier to help with this distancing.
- The use of face coverings by family members is encouraged during the visit.
- Family and guardians should not visit if they have been exposed to someone with COVID-19 in the last 14 days, or if they are experiencing any of the following symptoms:
 - Fever (greater than 100.0 F)
 - New or worsening cough
 - Shortness of breath
 - Sore throat
 - New loss of taste or smell
 - Chills and / or muscle aches
 - New or unusual headache

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You may already be aware that Day Programs (TCRC and EP!C) will be closed through August 31st. The most recent communication from the Illinois Department of Human Services states they expect Day Programs to re-open in September, but services will likely look different in order to be safe. Because of this we have started to use our 3-car garage for a place that some residents can go to each day instead. We added air conditioning, paint, and furniture and the space turned out very well. We are excited to be able to start using it this week.

We realize that many of you are anxious to know when home visits might start up again, especially as Illinois moves into Phase 4 of its COVID-19 recovery plan today. At this time there are no additional changes that are immediately linked to “Restore Illinois Phase 4”, but we will stay in touch and keep you informed as we get direction and are able to do more.

As always we thank you for your ongoing prayers for the health and safety of residents and staff.

Darrell Stoller

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