



July 15, 2020

To Our Residents and Family Members,

We appreciate your support, understanding and patience as we continue to navigate patient and resident care during the COVID-19 pandemic. We consider it a privilege to care for this vulnerable population. Thank you for choosing our dedicated caregivers to meet these needs.

We know that the last several months have been challenging, especially in regard to Ohio Department of Health visiting restrictions. Following recently released guidance from the Governor's office, we are pleased to announce that **Altercare Skilled Nursing & Rehabilitation** communities are implementing protocol that will accommodate outside visitation with residents.

Policy Guidance

Effective July 20th, 2020, Altercare will begin to accommodate outdoor visitations for residents. Based on recommendations and directives provided from the Governor's office, we have developed an outside visiting policy that takes the following resident safety standards into consideration: case status in surrounding community and within nursing home, staffing levels, access to adequate testing, and local hospital capacity.

What's Next

Our team is diligently working to prepare a dedicated visitation space that maintains compliance with provided state guidance. A member of the Altercare team will be reaching out to all residents and responsible parties to advise on the specifics of this new policy.

It is welcomed news that the Governor's office has taken this important step and we embrace the opportunity to bring our residents together with families and friends. We also fully recognize the ongoing risk presented by this virus and will remain vigilant with every safety aspect of this new opportunity.

Should you have questions or would like to schedule your visit please feel free to reach out to the Executive Director at your Altercare center for more information.

Sincerely,
Gregory R. Colaner
President