

# Post-Acute Inpatient Program Visitor Restrictions and FAQ

Communication Update as of 3/12/2020

The safety of our persons served is of the utmost importance to On With Life. Due to CMS recommendations and an increase in recent reports of confirmed cases of Coronavirus/COVID-19 in Iowa, On With Life's Post-Acute Inpatient program in Ankeny has updated their guest and visitor restrictions.

**These restrictions will take place as of 8 p.m. on Thursday, March 12.**

**For the safety of our persons served, NO VISITORS are allowed in On With Life Post-Acute Inpatient Facility in Ankeny.**

Only staff or medically necessary personnel will be allowed to enter our building. This means family members, volunteers and vendors will not be allowed in our building. Please know we understand how hard this will be on families, but due to CMS regulations and persons served safety, it is required at this time.

## **Why are visitors not allowed in our Post-Acute program in Ankeny?**

The safety of our persons served is of the utmost importance to On With Life. Due to recommendations from CMS and the increase in cases of Coronavirus/COVID-19 in Iowa, On With Life has decided to restrict all visitors. Please know we understand how hard this will be on families, but due to CMS regulations and persons served safety, it is required at this time to prevent exposure to our very medically fragile population and the staff that care for them at On With Life.

## **When will visitor restrictions end?**

The visitor restrictions are temporary and subject to change as necessary. At this time, limiting exposure to our persons served is our top priority, therefore these restrictions will be in place for the foreseeable future.

## **How do I communicate with my loved one?**

Family involvement has always been a guiding principle of On With Life and we will do everything we can to maintain involvement as restrictions are implemented. Our staff will work together with family members to provide communication options and will provide ongoing updates per the family's wishes. This may include Facetime, Skype, phone calls and other forms of communication as needed. Our social workers and Case Management team will be working closely with families to ensure ongoing communication and updates are provided. Families may also contact their social worker directly (Liz Funk – 515-289-9629 or [liz.funk@onwithlife.org](mailto:liz.funk@onwithlife.org) or Erin Meyer – 515-289-9683 or [erin.meyer@onwithlife.org](mailto:erin.meyer@onwithlife.org)) to discuss any questions.

## **How do will I get regular updates on my loved one's rehabilitation and care?**

The social workers and Case Management team will ensure regular updates are provided to family members and will discuss frequency and delivery method individually with each family. Care conferences will continue and include family by phone or teleconference.

**Can persons served leave the building in order to see family/loved ones outside?**

The no visitor restriction extends throughout our entire campus. To limit exposure of any kind to our persons served, no visitors are allowed on our campus.

**What if I want to take my loved one on an off-campus outing, a day pass or home visit?**

All outings and non-essential medical appointments will be cancelled for at least the month of March. This is for the safety of our persons served and limiting exposure to the Coronavirus. Medically necessary appointments will continue as needed. We will be allowing day passes and home visits on a case-by-case basis (to be discussed with the case management team) as individuals prepare for discharge to home.

**What if my loved one requires emergent care?**

As always, emergency services will be called, and persons served will be transferred to the hospital as needed. Upon readmission back to On With Life, additional readmission screenings will be implanted for persons served.

**What if my loved one becomes very ill and/or requires end of life care?**

Special considerations will be made for hospice care in accordance with the CMS regulations.

**How will the No Visitor Policy be communicated?**

The Case Management and Nursing teams will be notifying all persons served and families to let them know that the restriction will be in place until further notice. We will also be updating the messages on all internal and external communication tools. Posters with restriction information will be placed throughout the building.

**Are students completing their clinical rotation at On With Life restricted?**

This continues to be reviewed on a case-by-case basis. Students completing a clinical internship at On With Life are considered staff and will be allowed to continue at this time. One-day or short-term student observations and tours are suspended at this time until further notice.

**Are volunteers at On With Life restricted?**

Yes, volunteers will fall under the visitor category and are not allowed in any of the On With Life facilities until further notice.

**How will staff and medically necessary personnel be screened for safety?**

Our infection control team is monitoring this closely and screening tools have and will be implemented for staff and persons served safety. The message to all employees, persons served and medically necessary personnel is that it is very important that if they do not feel well, have a fever or show any possible Coronavirus symptoms, they do not enter the building.

**What else is On With Life doing to prepare for spread of the Coronavirus?**

Because this is a rapidly changing situation, our team continues to meet on a daily basis to update and respond as needed. Many possibilities are in discussion and contingency plans will be in place if the situation were to change in any way.

**How do I stay up to date on what's happening in Iowa and Nebraska and how to prevent the spread of COVID-19?**

- Centers for Disease Control - <https://www.cdc.gov/coronavirus/>

- Iowa Department of Public Health - <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>
- Nebraska Department of Public Health - <http://dhhs.ne.gov/Pages/Coronavirus.aspx>
- World Health Organization - <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>