



Heritage Woods of Bolingbrook

October 5, 2020

Dear Residents, Families, & Friends,

First and foremost, we want to extend a heartfelt thank you for your continued support as we navigate through the COVID-19 pandemic. We recognize *all* that you are doing with the utmost patience and understanding to embrace these challenging times while we are on this uncharted journey *together*.

Given the vulnerability of the population we are privileged to serve, we have and will continue to take a cautious, prudent, and measured approach to re-opening our Community. Every decision is made with special consideration of guidelines, directives, and mandates from health authorities such as: the local and state health departments, the Illinois Department of Public Health (IDPH) and our regulatory body.

Recently, the Illinois Department of Public Health (IDPH) published guidance for all long-term care facilities (including assisted living, supportive living, and memory care) to help standardize the approach to re-opening in a cautious, purposeful manner. This public guidance is titled *Updated Interim Guidance for Nursing Homes and Other Long-Term Care Facilities and Programs: Phased Reopening*.

The following is an overview of IDPH's *Guidance for Nursing Homes and Other Long-Term Care Facilities and Programs: Phased Reopening*; the document can also be reviewed at:

http://www.dph.illinois.gov/sites/default/files/20200813_IDPH_LTC_Reopening_V3.pdf.

1. First, the guidance includes several different measures, or eligibility criteria, that need to be met in order to move forward through the Phases of Reopening. The eligibility criteria include:
 - Case Status of COVID-19 in the County & Region
 - Case Status of COVID-19 in the Community
 - Staffing Levels
 - Personal Protective Equipment Supply and Use
 - Mask Use and Hand Hygiene
 - Universal Screening of Employees, Residents and Visitors
 - COVID-19 Testing & Response Strategy Plan

2. Next, when the eligibility criteria above are met, the Community can place a request via a formal notice to our regulatory body and/or the State of Illinois to advance into the Phases of Reopening. Below is a brief overview of the Phases; as we progress through each Phase, some of the enhanced safety precautions specific to life engagements are gently lifted.

Phase 1	Phase 2	Phase 3
<ul style="list-style-type: none"> • Remote visitation only, no outdoor or indoor visitation • No group activities • No communal dining • Non-essential outings require a 14-day quarantine period afterwards • Medically necessary trips allowed by transportation service 	<ul style="list-style-type: none"> • Outdoor visitation only • Small group activities allowed • Modified communal dining allowed • Non-essential outings require a 14-day quarantine period afterwards • Medically necessary trips allowed to be transported by family members 	<ul style="list-style-type: none"> • Outdoor visitation preferred • Indoor visitation allowed in common areas • Small group activities allowed • Modified communal dining allowed • Non-essential outings require a 14-day quarantine period afterwards

<ul style="list-style-type: none"> • No beauty or barber shops 	<ul style="list-style-type: none"> • No beauty or barber shops 	<ul style="list-style-type: none"> • Medically necessary trips allowed to be transported by family members • Beauty or barber shops can open with restrictions
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3. While we are advancing through the Phases, there are several reasons why we may need to move back to Phase 1. Health authorities, such as the local health department or IDPH, have the ability to limit activities at our Community based on specific variables, including the number of COVID-19 cases in the County, Region, and/or our Community. Furthermore, if there is a facility acquired positive COVID-19 case involving a resident in the Community, the Community must go back to Phase 1 for a minimum of 14 days.
4. Due to the high likelihood of exposure during the COVID-19 pandemic, the transmissibility of COVID-19 and the risk of serious complications among residents following infection, our Community may participate in mass testing or baseline testing. Mass or baseline testing entails completing COVID-19 testing with all Community residents and employees. Decisions to participate in mass or baseline testing are made in collaboration with healthy authority bodies. Residents and/or their representative (if applicable) will receive notice of mass testing as soon as possible if it is planned to occur.
5. As we advance (or move back) into a different Phase, you will receive communication from our Community regarding the change. This communication will be shared via Caremerge Family Engagement, our HIPAA compliant and easy to use communication platform. If you have not signed up for Caremerge Family Engagement communications and/or if you are interested in learning more, I strongly encourage you to reach out to our Resident Services Coordinator or myself as soon as possible at [630-783-9640](tel:630-783-9640).

It is critical that we all continue to work together and do our part in minimizing the risk of any infection entering or spreading throughout our Community. A few of the best ways that you can do this is by engaging in regular, frequent hand hygiene, wearing a face mask, maintaining social/physical distancing of 6 feet from others, and for residents to immediately reporting any changes to their health (such as signs and/or symptoms of any infection) to a member of our clinical team.

Later this month, we will be sending you an invitation to attend a virtual presentation regarding COVID-19. We hope that you will be able to join us as we review COVID-19 related topics specific to our Community, including, but not limited to Illinois re-opening guidance, our next steps to *Reclaim Our Home*, and frequently asked questions. If you have any questions, comments, and/or concerns, please don't hesitate to reach out to me. Thank you for your support, patience and understanding as we continue to do all that we can to protect our residents and employees while intentionally, thoughtfully, and enthusiastically working to safely *Reclaim Our Home*.

Sincerely yours,



Administrator