

Visitor restriction related to COVID-19 (as of 3/16/20)

The current COVID-19 pandemic is critical and therefore we must take every precaution possible to prevent this virus from entering our communities. Protecting our residents' and associates' health and safety is our top priority.

As per orders from the Ohio Department of Health, we are limiting access to our communities to staff only. Please defer visits to your loved one until further notice. We will continue to have a screening checkpoint in place until further notice.

According to the Ohio Department of Health, exceptions can only be granted for visitors of residents who are receiving hospice care. Visitors who are granted an exception will still be required to participate in a screening. This screening process follows the directive of Centers for Medicare and Medicaid Services, and Centers for Disease Control and Prevention. This involves having your temperature taken and answering questions regarding symptoms and exposure. Those who do not pass the screening will not be permitted to enter the community. Visitors who pass the screening will be required to put on "personal protective equipment" such as a facemask as soon as they enter the building, and must continue to wear this until they leave the community. Visitors will be required to perform frequent hand hygiene and to go directly to the resident's room and remain there until they leave.

If you are a visitor, a hospice employee or a contracted employee and have been granted access to our facility, please monitor for signs and symptoms of respiratory infection (cough, shortness of breath, sore throat, and/or temperature of 100.4 degrees or higher) for at least 14 days after exiting the facility. If symptoms occur, you should self-isolate at home, contact your healthcare provider, and immediately notify Twin Towers (Sam Schutte 513-310-9563) of the date you were in the facility, the individuals you were in contact with, and the locations within the facility you visited. We appreciate your understanding and assistance during this time.

Our residents' and associates' health and safety are our top concern. We are committed to doing everything we can to protect them.

Please direct any questions about the Twin Towers community to the Twin Towers hotline at **Twin Towers COVID-19 Hotline at 853-2066**. Please direct any questions about the Twin Lakes community to the Twin Lakes hotline at **Twin Lakes COVID-19 Hotline at 247-1385**.