

July 1, 2020

TO: Family and Friends

FROM: The Phoenix Residence, Inc.

As Phoenix continues to navigate the COVID Pandemic, we wanted to remind families of the policies and best practices we have developed to help us remain COVID free. We understand with the holiday weekend approaching and families looking forward to spending time with loved ones, we hope you will review and support us in these efforts. If family members plan to visit their loved one or take them home this weekend, we would ask the following:

1. Family members should coordinate the visit in advance with the manager.
2. If you or anyone you've been in close contact with has either tested positive or is experiencing symptoms, please delay your visit and ask for guidance on when it would be safe to come.
3. If facilitating an outside visit, you are welcome to bring items for the person you're visiting, we do ask that you not bring food to be consumed during the visit as this would require the removal of face masks during the visit. Items can be brought in the house and our staff can support them in the home.
4. The authorized individual / guardian must sign a Release of Responsibility form.
5. The individual should not go out if experiencing symptoms or if anyone in the family home is experiencing symptoms.
6. Individual must complete a symptom screening before leaving the home.
7. Staff will maintain "Social Distancing" guidelines and wear PPE at all times.
8. If you will be picking up your loved one for a home visit, you should:
 - Call when you arrive, but wait outside.
 - Family members cannot enter the home.
 - Staff will bring your loved one and belongings out to you.
 - Staff will assist the individual with transferring into the vehicle or with transporting the individual if this has been pre-arranged.
 - Upon return, please call the house and wait in the driveway; staff will meet you outside.
 - Staff will complete symptom screening with individual upon return to the home.
9. If an individual out of our care, whether for a few hours or overnight, starts to experience COVID symptoms while in the care of their family members the individual will need to remain with their family member for 10-14 days or until a COVID-19 test has been performed with negative results.
10. Upon return to Phoenix, staff will assist individual with hand hygiene and disinfect wheelchair and any other equipment/belongings.
11. While the individual is out of our care, we would ask that family members maintain social distancing guidelines with their loved one. If tolerated, it is recommended that family and loved ones wear masks.
12. If after the home visit is complete and the person has returned to Phoenix, please notify Phoenix if anyone at the gathering begins to experience symptoms or tests positive for COVID-19.

Thank you again for supporting our efforts to keep everyone at Phoenix healthy! We hope you have a safe and enjoyable holiday weekend!