



September 23, 2020

Dear Lions Gate Residents and Family Members,

We hope that you are all doing well. Currently, we are working diligently to meet various requirements directed by the NJ Department of Health, which once approved, will allow us to move from Phase 0, which is the most restrictive phase, to Phase 1, which will lessen restrictions. As part of this process, we will be providing a weekly communication to you, in particular detailing this curtailed visitation period.

COVID-19 Update

Below is a status report related to COVID-19, and information on mitigating actions implemented by Lions Gate to prevent or reduce the risk of transmission:

- **CASES** - As of this writing, Lions Gate has ZERO current cases of COVID-19 in residents and staff.
- **RESIDENT SCREENING** – All residents are screened for symptoms and vital signs every shift.
- **RESIDENT TESTING** – The benchmark has been met to stop ROUTINE testing of residents, with the exception of those in the Rehabilitation Center. Rehab residents are tested upon admission and weekly. Any resident with symptoms of COVID-19 in assisted living, skilled nursing, and rehab is tested immediately. Also, testing is conducted on any residents who leave the building routinely for dialysis appointments.
- **QUARANTINE** – Any new residents who move into assisted living or skilled nursing are placed on a 14-day quarantine.
- **VISITATION** – Visitation is currently restricted to scheduled outdoor visits. FaceTime or telephone visits are also available and facilitated by staff.
- **STAFF SCREENING** – All staff are screened for symptoms and temperature each time they arrive for work.

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- STAFF TESTING – All staff are tested for COVID-19 weekly via nasopharyngeal swab.

Visitation in Assisted Living, Rehab, and Skilled Nursing

Don't forget about our added afternoon visitation slots! Now that the weather is getting colder, mornings can be chilly and we have had open slots in the afternoon, so feel free to request them.

Our new method of requesting visits via phone message or online is going well for the most part! Please remember, that when leaving a phone message for a visit – you MUST list your preferred dates and visit times, in order of preference, on the message. This is how we create our schedule – simply leaving a message saying you want to schedule a visit does not allow us to assign you a schedule and results in additional phone calls, which we are trying to streamline.

- Use the online request form at www.lionsgateccrc.org and click “For coronavirus updates”, then click “Skilled Nursing and Assisted Living Outdoor Visitor Scheduler.”
- You have the option to use the phone Hotline and leave a message with your requested dates and times. Please leave 3 or 4 requested options for us to try and schedule; start with your first choice, then second choice, etc.
- The Hotline Phone # is: 856-679-4679.
- The scheduled time slots are as follows:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AL	10, 10:30, 11, 1:30, 2		10, 10:30, 11, 1:30, 2	10, 10:30, 11, 1:30, 2	10, 10:30, 11, 1:30, 2		10, 10:30, 11
Skilled	10:30, 11, 11:30		10:30, 11, 11:30, 1:30, 2	10:30, 11, 11:30, 1:30, 2	10:30, 11, 11:30, 1:30, 2		10:30, 11, 11:30, 1:30, 2
Rehab	1pm		10, 10:30, 11	10, 10:30, 11	10, 10:30, 11		1pm

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Visitation, continued

- There is a maximum of 3 visits per resident per week (space permitting).
- No more than 1 weekend visit per resident each weekend.
- You must call ahead to cancel a reservation so someone else can take your spot; no-shows will be tracked.
- Date requests may be made the week prior; no further in advance.
- If you have had multiple weekend visits and there are families who have not been able to schedule a weekend due to lack of space, your request will be denied so we can distribute slots fairly.

Our receptionist is not the one responsible for the restrictions, and she continues to be the recipient of yelling and screaming by some family members. Please be respectful and understanding.

Infection Control

In an effort to prevent or reduce the risk of transmission of COVID-19, Lions Gate continues to ensure all residents, staff, and outdoor visitors follow appropriate social distancing, mask wearing and hand-washing as directed by the Centers for Disease Control (CDC) and the NJ Department of Health. Staff continued to be in-serviced on proper infection control protocols on an ongoing basis.

Respectfully,

Susan Love, M.S., LNHA
Chief Executive Officer

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