Phase 1 - Visitation for Families

○ We understand that the past few months have been challenging due to COVID-19, and that not being able to visit in person with your loved one has been especially challenging.

○ We appreciate your patience and the sacrifice you have made to help protect your loved one during the COVID-19 crisis by not visiting in person.

○ At Maple Crest, we are pleased to report that the state of Iowa is implementing a phased approach to safely re-opening long-term care facilities to visitation.

○ The purpose of the phased approach is to provide as safe a pathway as possible to resident and family visits.

○ There will be three phases based on a facility's current COVID-19 status.

○ At Maple Crest Campus, we are currently at Phase #1 in the state's re-opening plan. ▪ This means that the following types of visitation are allowed:

- Window Visits – Window visits may be provided under limited and controlled conditions, coordinated by staff. Contacting Maple Crest at 563-425-3336 and letting staff know that you are going to visit your loved one; they will get the resident to the window so that you may either visit by talking through the windows or on a cell phone or Maple Crest's cordless. Windows must be closed at all times.
- Zoom Meetings Or Facetime Calls – If you would like to do a zoom meeting or a facetime call with your loved one, scheduled times can be set up with our staff Monday – Friday from 8:00 am to 5:00 PM. for a time that is convenient for you and your loved one.
- Phone Calls – Phone calls can be transferred to you loved whenever you would like, just call Maple Crest at 563-425-3336 and staff can take the cordless to your loved to visit with you.
- Cards and Letters – Cards and letters are always welcome. Staff will assist you loved one with opening and reading their mail if needed.
- It also means that the all other types of visitation are still not allowed to protect the safety of residents.
- We will continue to keep you updated as we work through this phased re-opening, and we will let you know each time we reach the next phase in the process.
- Please contact Janet Degenford, Administrator or Melissa Thompson at 563-425-3336 or email jdegenfordmcm@gmail.com with any questions about arranging visits during this phase of the transition.

○ Please know that protecting the health and safety of your loved one is our top priority, and our team is working with our state and local health officials to ensure we are doing everything we can to stop COVID-19 from entering our facility.

Additional Communications Tips

• Post facility's current phase on front door, facility website, and provide a notice to residents and their representatives. Document your communication.

• Provide an explanation of the practical effect of each phase for residents and their families highlighting how visitation, activities, and communal dining will change in each.