



MEMO

To: The Chateau Girardeau Gardens & Terraces Residents & Families
From: The Chateau Girardeau Administration
Date: October 4th, 2021
Re: Updates to COVID-19 Procedures

In accordance with new regulatory changes by CDC, CMS and MO DHSS, The Chateau will be implementing some updates to our COVID-19 procedures and daily operations. We are glad to finally be sharing such positive changes that focus on person-centered care and experience – a hallmark of The Chateau's mission of premier care. These changes will be effective immediately - starting today, October 4th, 2021.

Over the next week, residents and family members may notice the impacts of these changes as they are implemented. Please rest assured that none of these changes will impact the safety or care provided. The health and well-being of our residents remains our top priority as always. We look forward to the improvements to resident experience that we are able to achieve thanks to these new regulations.

Communications Updates

Please rest assured that our communications process has not changed. The Chateau will continue to provide relevant updates regarding any process changes as well as transparent communication regarding COVID-19 cases. Communications are now available via a new platform allowing us to send automated phone calls, text messages and emails to the primary resident contacts.

- Primary resident contacts will receive a notification via text or email when there is a new occurrence of a positive COVID-19 case in our facility.
- Also, resident primary contacts will still receive a phone call from The Chateau staff if your loved one is directly impacted by a positive COVID-19 case.
- COVID-19 data for The Chateau will always be available on our website at <https://www.chateaugir.com/COVID-19-Updates/>. This webpage will be updated **twice weekly, on Tuesdays and Thursdays.**

Visitation is Open!

Effective immediately, indoor visitation is open for all areas excluding our COVID Unit.

- **Visiting hours are 8:00 am to 7:00 pm, every day. Visits do not need to be scheduled.**
- **A maximum of 2 visitors are allowed in the resident's room or at any time.**
- **Visitors must complete Wellness Screening** at every visit regardless of vaccination status.
 - Visitors under the age of 16 must be accompanied by an adult.
- **All visitors will need to wear a mask while on The Chateau campus.**

Since visitation opportunities are no longer limited, The Chateau is suspending the Essential Caregiver Program until further notice.

Updates for Resident Outings

Residents may attend any and all appointments off-campus effective immediately. The only exception to this is if the resident is on isolation for COVID-19.

- **Medical Appointments** - Families may transport residents to/ from *and* attend medical appointments with the resident. A mask will be required for the family member and resident during this outing.
 - Additionally, any associated fees for staff accompaniment to medical visits will resume. Please contact Social Services for further details.
- **Other Outings:** Effective immediately, all residents **other than those on isolation for COVID-19** will be allowed to leave the facility to visit with families/ friends.
 - Quarantine will not be required for any resident upon return to the facility unless the resident is unvaccinated and is away from the facility for more than 24 hours.

Group Activities

Effective immediately, families may attend group activities. Social distancing and masks will be required.

Wellness and Therapy Services

Wellness and Therapy services will be provided to all residents **other than those on isolation for COVID-19**.

Beauty Shop

The Beauty Shop will be available to all residents **other than those on isolation for COVID-19**.

Testing Updates

Residents will no longer be subject to routine testing for COVID-19. A resident will only be tested for COVID-19 if they are identified as a potential close contact or exposure to a new case.

As always, these policies and procedures may be subject to change based upon COVID-19 cases within our facility and/or an increase in the county-wide positivity rating. The Chateau Administration and Care Team will continue to monitor these situations and communicate changes as required.

If you have any questions regarding these updates or other protocols, please contact our Social Services team.

For all Terraces Assisted Living, please contact Joyce at Ext. 137 or 573-651-8137

For all Gardens Skilled Nursing & Rehab, please contact Beverly at Ext. 183 or 573-651-8183

***In accordance with CDC and CMS requirements, The Chateau team will continue to inform residents, families, and necessary reporting agencies of positive COVID-19 occurrences. In addition, we are required to inform our residents and families if 3 or more employees and/ or residents show signs of symptoms in a 72-hour period. Be assured that active screening of all staff and residents also remains in place under the guidance of DHSS.*