



RAMSEY VILLAGE

Hello to our Ramsey Village Extended Family,

We feel like it is time for a little update from those of us inside the walls.

The safety, health and well-being of our residents and team members remain our highest priority during this global health crisis. Therefore, we continue to monitor developments and further enhance our Policies and Procedures. Consistent with recommendations of and directives by federal, state and local regulatory agencies, we have implemented appropriate infectious disease prevention protocols along with a number of other precautionary measures specifically tailored to mitigate the spread of COVID-19. We are following the recommendations and guidelines posted on <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus/Long-Term-Care> and <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/index.html>

We understand communication is imperative at this time and want to ensure you all have appropriate contact information:

- If you would like to set up a virtual visit, please contact our Activities Department at (515) 274-3612 ext. 2102
- For care-related questions or concerns, please contact the nurse on duty via the front desk.
- For all other questions, please contact us between the hours of 9am-5pm M-F. Outside of office hours, you may have to leave a message for the person you are trying to reach. We will return your calls as soon as we can.
- Please feel free to use our dedicated email for any questions. We are answering questions to the best of our ability. The email address is covidquestions@ramseyvillage.org.

Following is a summary of the protective measures in place at this time:

- We are only allowing essential vendors at this time. Those include our pharmacy and food supply partners, for example. If entry is necessary, each of them is screened before they are allowed to come inside. Otherwise, deliveries are occurring at the dock or main entrance.
- We continue to prohibit families from visiting according to the federal guidance. Only families whose loved one is actively dying are permitted under some circumstances and conditions.
- Prior to entering, all team members are screened for fever or other indications of illness. Everyone is required to thoroughly wash their hands or use hand sanitizer before



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entering patient care areas. We continue to closely monitor all residents and team members for signs and symptoms. If a concern arises, we immediately follow recommended protocols to isolate (residents) or send home (team members) someone exhibiting ANY signs of illness.

- All staff are wearing masks while they are in patient care areas of the building. If you are interested in making homemade masks, we are graciously accepting donations. Iowa Department of Public Health has two pattern options that they suggest. You can find them on their website.
- All new admissions are being kept in isolation for 14 days per current guidelines.
- Hand sanitizing stations have been added throughout the facility.
- Residents are being asked to remain in their rooms as much as they can tolerate. Everyone is trying to make sure that we maintain a positive and uplifting environment for them while they limit their exposure to each other. We are doing our best to get them out of their rooms in a safe manner. We even had a surprise visit from Elvis (our facility's new administrator), who played his guitar and sang to them from the hallway.
- Our physicians are participating in telehealth visits. They can see and assess your loved one through technology to ensure their healthcare needs are being met.
- We have postponed all non-medical outings and other social events.
- We strongly encourage Independent Living residents to refrain from leaving the community.

We will continue to be vigilant and proactive in navigating this unprecedented and challenging situation. Thanks so much for your patience, understanding, and support in ensuring the health of your loved ones.

Sincerely,
The Ramsey Village Team