



February 15, 2021

Dear Patients, Residents, and Family Members,

I am pleased to be able to provide you some information related to the anticipated re-opening of visitation for long-term care facilities.

We recognize you and your loved one are eager to reunite for in-person visits, and know you have experienced firsthand, the significant sacrifices that have been made to mitigate the risks and reduce exposure to COVID-19 to ensure the safety of everyone at HealthSource.

We are utilizing the Michigan Department of Health and Human Services (MDHHS) COVID-19 Residential Care Visitation Order, which provides guidelines for visitation. We are developing new facility specific family visitation protocols to assure our facility policies and practices are designed in compliance with these new guidelines. Our patients, residents, and staff are too precious to all of us and we do not want to risk undoing all the good work your sacrifices have assured.

Currently, the Saginaw County risk level is at an 'E' based on the MI Safe Start Map. When the risk level moves to 'D' we will begin scheduling our first visitation dates. Attached is a quick reference to residential care visitation based on county risk level.

Some of what you can expect based on the issued guidelines:

- Visitation will only be allowed if our county continues to be a risk level 'D' or better and there have been no COVID-19 positive long-term care patients, residents, or staff in the last 14 days.
- Visitors must be tested within 72 hours before visiting and show proof of a negative test result upon entry.
- Rapid testing will be available at HealthSource. Time taken to complete the rapid test will be included as part of your visitation time.
- Visitors are encouraged to arrive 15 minutes prior to their scheduled visitation time. Missed appointments must be rescheduled
- Only 1 one-hour visit per day per patient/resident.
- Visitors must be 18 years old or older.
- All visitors will be required to wear facemasks, maintain social distance of 6 feet or more, answer screening questions, and have temperatures taken.
- Visitors will be escorted to patient/resident rooms and must stay in the room during the entire visit.
- Visitors must use hand sanitizer upon entering and exiting patient/resident rooms.
- At the end of the scheduled visitation time, the visitor must promptly exit the facility.

We will provide additional information regarding visitation on our website and social media as soon as it becomes available.

Sincerely,

A handwritten signature in black ink that reads "Michelle Trevillian".

Michelle Trevillian
President and Chief Executive Officer

COVID-19 RESIDENTIAL CARE VISITATION ORDER

This order provides a safe plan for visitation, and continues necessary protections for residents and staff in facilities across the state.

| County Risk Level (Based on the MI Safe Start Map) | Indoor | Compassionate Care |
|---|--|--|
| Low, A, B | Yes, if no recent cases in the facility | Yes |
| C or D | Yes, with visitor testing,* and if no recent cases in the facility | Yes with visitor testing required for indoor visits.* End of life visits are exempt from testing |
| E | Not allowed | Yes with visitor testing required for indoor visits.* End of life visits are exempt from testing |

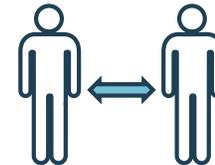
Visitation Precautions:



Limited number of visitors/
appointments only



Health screenings



Six feet of physical distancing



Face coverings (and other PPE
when required by the facility)



Hand hygiene and other cleaning/
disinfecting protocols

Compassionate Care visits are those for residents in serious/critical condition, or in hospice care, including end of life visits.

For types of visits requiring testing, facilities must require visitors to be tested within 72 hours before visiting and show proof of negative test results upon entry. Contact the facility for more information about on-site and community testing options.

To read the complete MDHHS Oct. 21, 2020, Visitation Order, visit [Michigan.gov/Coronavirus](https://www.michigan.gov/Coronavirus).
Questions or concerns can be emailed to COVID19@michigan.gov.