



P.O. Box 426, Broadway, Virginia 22815

Pleasant View, Inc.

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Supporting People with Disabilities

November 9, 2020

Dear Family and Friends,

Thank you for all the support you have given to Pleasant View and those we support during this time of the COVID 19 pandemic. We are grateful to you that you have helped us keep your family member as safe as possible. I am very aware what a difficult time it has been for everyone and how hard it has been to be separated from each other. We miss so much seeing many of you and seeing the people we usually serve from the community. This time of staying at home is so different for those we support and so unlike the experience we usually provide them.

Our Infection Control Committee has met weekly since March to monitor the current situation and to develop protocols to ensure wellness and safety. The committee developed the attached protocols for the fall and early winter.

It is difficult to believe as we approach Thanksgiving and other holidays that the virus is still so much with us. I know this is a time when family wants to spend time together, and it will be hard to be separated. We hope you will be able to visit at the houses, following these guidelines. If you want to eat with your family member, please let the program know prior to your visit and observe the guidelines outlined. Please see the protocols for additional information on visitation.

I hope everyone has a safe and happy holiday season. We all look forward to a return to the celebrations we usually have each year. Please stay well and take care of yourselves.

Blessings,

Nancy Hopkins-Garriss





Coronavirus (COVID-19) Protocol Update

Subject: Visitation

Updated: November 9, 2020

Affective Date: November 13, 2020

In November 2020, Pleasant View will be adjusting the visitation protocols that are in effect during the COVID-19 pandemic. As we follow Governor Northam's guidelines to re-open during the pandemic, we are still facing possible exposure.

The following visitation protocol adjustments will begin November 13th.

1. Limited visits will be allowed in the outside areas of the property weather permitting. In the event of cold, wet, or windy weather visits will occur in a designated area specific to the program. Visits may be monitored by staff to support individuals with following COVID-19 precautions.
2. Family members will need to schedule an appointment to come to the program for a visit. These visits will be scheduled with the Program Coordinator of the program. The appointments will be made prior to coming to avoid multiple families being there at once.
3. Each family can visit up to twice a week.
4. Prior to entering the visitation site visitors must have their temperature checked and it be below 100.4. Visitors must also answer screening questions when they arrive;
 - Are you currently experiencing any symptoms of COVID-19 that cannot be explained by another condition?
 - Within the past 14 days, have you had contact with anyone that you know had COVID-19 or COVID-like symptoms?
 - Have you had a positive COVID-19 test for active virus in the past 10 days?
 - Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
5. Visit appointments will be limited to 50 minutes. The visitor will be responsible for disinfecting all surfaces at the end of the visit. After the visit, at least 10 minutes will be allotted before the next appointment to ensure the area has been sanitized.
6. Only two people can visit at a time to limit the amount of possible exposure.
7. All visitors will be required to wear masks. Individuals will be encouraged to wear a mask whenever possible.
8. Six feet of social distancing will always be observed during the visit.

9. Restrooms will not be available for visitor use.
10. Visitors may bring food but it must be consumed during the visit. Leftovers will be disposed of or the visitor may take with them. Visitors are expected to bring any necessary cutlery and have prepare the food in line with any standing eating protocols. I.E. food must be preblended if the individual eats pureed food. Visitors will not have access to blender, microwave, etc.
11. Reminder: day supports are provided at the residence during the week. Visits can be scheduled for other times between the hours of 8am to 8pm to allow individuals to participate in their daytime activities with their peers.

Pleasant View will continue to stay updated with information on COVID-19 activity in our community and will make necessary changes, including possibly returning to the 'no visitors' policy, as community health changes arise.