



June 12, 2020

Dear Residents and Families,

The State of Idaho is continuing to move forward with a four-phase plan for lifting the statewide, COVID-19, stay-at-home order. On June 11th Governor Little announced that the state met the criteria to move into Phase 4. As we move toward Phase 4 of Governor Little's plan, which includes senior living communities, we would like to provide an update on our approach to implement this plan.

First, we are so grateful to our residents and families for all of the patience and understanding you have demonstrated as we have moved through these unprecedented and often uncertain times. We have been vigilant in protecting our residents and staff and are fortunate that we have not had any COVID-19 cases. This is primarily due to the heroic efforts of our staff and the cooperation from our residents and their loved ones.

As the state continues to open, we are now entering the phase which requires us to be even more watchful and cautious. As Phase 4 is initiated on June 13, 2020, Payette Healthcare of Cascadia will begin reopening as follows:

- **June 15, 2020** - Begin scheduling 1 hour outside visits (weather permitting) for residents able to participate in an outdoor visit. For residents who are physically unable to participate in an outside visit, possible accommodation may be made within the center for the visit. Please call our facility between 10am-4pm, Mon-Fri and schedule a time to visit your loved ones. **Visitations will be on an appointment only basis, by calling 208-642-4455.** Ask to speak with Jennifer, Melissa or Lisa.
- **June 18, 2020** - Begin having 1 hour visits **by appointment only**. We appreciate everyone's cooperation to ensure the safety of our residents by adhering to the following:
 - Visits will have a maximum of 2 visitors, and visitors must be age 14 years or older.
 - Visitors will be screened by Payette staff at the front door.
 - Visitors and residents will wear a mask at all times and maintain a 6 foot distance. Direct resident contact (ex; Hugging, kissing, holding hands) is not yet permitted for the safety of the residents.
 - Please bring your own mask if you have one.
- **June 29, 2020** – Begin/expand in-facility visits using designated areas of the facility. These in-facility visits will be conditional, based on screening and protocols being followed. The visits will be initiated on an **appointment-only basis** with limits on duration, number of visitors, age of visitors and other parameters to ensure the safety of our residents.
- We have many family members and friends who have patiently waited to visit their loved ones. Additional visits may be offered if space and or time allow.
- *Plans/phases are subject to change. More details and updates will be communicated in the near future.

We know that you want us to protect your loved ones here at Payette Healthcare of Cascadia, and we thank you for your continued patience as we adhere to the policies which will keep our treasured residents as safe as possible.

Sincerely,

Payette Healthcare of Cascadia Team