

## **Frequently Asked Questions Related to the COVID-19 Pandemic**

### **Why are there visitation restrictions and how long will these restrictions continue?**

We realize this is frustrating and upsetting, both to family members and residents. The restrictions are in place for the protection of both residents and staff and are now mandated by the government for long term care. While we have no way of predicting the duration of the restrictions, we will work to provide means for family interactions during this difficult time.

### **What means are in place to connect with residents in lieu of in-person visits?**

Our staff in both buildings is prepared to assist in coordinating phone calls, Facetime and Skype visits with your loved one. Currently, to arrange an electronic visit, contact our Director of Therapeutic Recreation, Jessica Finkenbinder at [jfinkenbinder@jhgh.org](mailto:jfinkenbinder@jhgh.org) or call Jessica at 717-657-0700 ext. 8409.

### **I help manage my loved one's care. How can I stay informed?**

As we care for many frail residents, we understand that family members are concerned about the health and safety of their loved ones. Our nursing staff is working hard to manage the need to keep management informed and continue to provide care. While we understand your desire to stay in touch and stay informed, we ask you to keep in mind that time spent on the phone is time away from the residents. Families will definitely be informed of significant changes in condition, and we are working on ways to keep family members informed. One way in which families can assist is to identify a primary point of contact and share information among your family to reduce the number of calls received by staff.

### **Can I take my resident out of the building?**

To minimize risks, The Campus is restricting residents from going out for non-essential purposes. The Campus will continue to transport residents to medically necessary appointments and will arrange for onsite visits from providers when possible. Keeping contact to a minimum is critical in helping to shorten the timeframe of this pandemic.

### **You are restricting access to the buildings, but still taking new admissions. Why?**

As an organization, we are part of a continuum of care for the elderly, and there is a social and moral obligation to care for seniors needing our services. Any potential admission is screened, and our clinical team will thoroughly evaluate those being transferred to our facilities. Meetings with family members to admit a resident will be conducted in non-resident areas.

**What is The Campus providing for activities and entertainment?**

Obviously, outside entertainers are no longer being allowed into our buildings until the pandemic is deemed to be over. Activities staff continue to provide small group activities. As was the current practice to prevent the potential spread of flu, the skilled nursing facility continues to keep residents on either the North or South units and have eliminated large group gatherings.

**Can I continue to pick up and return laundry?**

Yes, you can call the front desk to arrange a time to either drop items off or to pick up laundry. When you arrive to do so, a staff member will meet you in the lobby to hand off items, but you will not be permitted to take things to or retrieve things from a room or apartment. Again, this is a precaution supported by government and healthcare agencies. We do ask patience as staff are dealing with a lot of additional demands and there may be a delay in getting someone to the lobby to meet you.