



706 East Alder Street • Oakland, Maryland 21550  
(301)-334-2319 Fax: (301)-334-3345

June 16, 2020

Dear Residents and Families/Representatives,

We are happy to report that, as of today, we have no confirmed cases of COVID19 in our facility.

The staff at Oakland Nursing and Rehabilitation are hard at work to designate and prepare an area for you and your loved ones to hold scheduled window visits. As you are likely aware, all resident room windows are not easily accessible from the yard related to the layout/construction of the Center. Therefore, we have designated an area at the front of the Center in which you will be able to have a seat outside and communicate with your loved one through the window. A phone will be available for your loved one, should they have any difficulty hearing you. Please bring your cell phone just in case you experience this situation. If you do not have a cell phone, please notify us ahead of time when you schedule your appointment so we can make alternative arrangements. A staff member will be available to assist your loved one during the call should they need help. Otherwise, once your loved one is safely at the window, and your visit has started, the staff member will exit the room and allow you privacy. Your loved one will be provided a hand bell to call for assistance should a need arise during the visit. Staff will be waiting within earshot of the bell. The time allotted for each visit will be 30 minutes. Once the visit is complete your loved one will be assisted back to their room by staff and the visitation areas will be sanitized for the next appointment.

To schedule your window visit, please call the receptionist at 301-334-2319. Visits will be booked on a first call basis. To allow everyone an opportunity to participate, we ask that you keep to one visit per week initially. Should you be unable to keep your appointment, please call ahead and cancel so that others may reserve that spot. Lastly, it is important that you are on time for your visit, otherwise your visitation spot will be forfeited and that would be a great disappointment for all involved.

Window visits will start this Saturday, June 20 and Sunday, June 21, 2020. Visitation times will start at 10:00am and conclude at 5:00pm both days. A park bench and a shade umbrella will be provided for your convenience.

Routinely the visitation schedule will be Monday – Friday from 10:00am – 3:00pm (6 slots) per day and Saturday and Sundays 9AM – 11 AM (3 slots) per day. These schedules will be re-evaluated with possible time changes as we move forward in process.

Our residents and staff's safety remain our top priority and we want to assure you that we are working tirelessly to keep everyone in our community safe. We continue to follow the recommendations of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), to implement enhanced protective measures, such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.

- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols, as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will notify you through our website of newly confirmed cases of COVID-19 as well as when three (3) or more residents and/or staff present with new onset respiratory symptoms that occur within seventy-two (72) hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

Again, please check our website for more updates and information. If you have any questions or concerns, please contact us directly at 301-334-2319.

Sincerely,

*Sheila Jones-Marino*

Sheila Jones-Marino  
Administrator