

## CRYSTAL CARE CENTER

### SCREENING PROTOCOL QUESTIONS

We will be actively screening and restricting visitation by those individuals who meet the following criteria:

1. Have you been experiencing any signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat?
2. In the last 14 days, have you had contact with someone who has a confirmed diagnosis of COVID19, or under investigation for COVID-19, or are ill with respiratory illness?
3. Do you reside in a community where the community-based spread of COVID-19 is occurring?
4. Have you traveled internationally within the last 14 days to any countries with sustained community transmission?
  - China ([Level 3 Travel Health Notice](#))
  - Iran ([Level 3 Travel Health Notice](#))
  - Italy ([Level 3 Travel Health Notice](#))
  - South Korea ([Level 3 Travel Health Notice](#))

# CORONAVIRUS DISEASE 2019 (COVID-19): Supporting Your Loved One in a Long-Term Care Facility

We recognize the hardship that our residents and families are experiencing right now due to COVID-19, and we hear your concerns about the restrictions that have been put into place to reduce the risk of spread of COVID-19.

As part of our facility's commitment to protecting residents, families, and staff from serious illness and complications, we are continuing to follow guidance from the Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC), which includes restricting all visitation, except for certain compassionate care reasons, such as end-of-life.

Due to the high risk of spread once COVID-19 enters a facility, we must continue these protections. We will continue to provide families with regular updates regarding our facility's COVID-19 status via phone and email.

During this challenging time, we are committed to helping residents stay connected with their families and loved ones. We would like to work together with you to make this possible. Below are some ideas on how to keep in touch, and ways we are supporting communication between our residents and their families:



## **TECHNOLOGY** for more frequent video chats, emails, text messages, and phone calls.

We are teaching residents to use video chat applications (such as Skype and FaceTime) and will help read emails or texts on personal devices if needed.



## **VISUALS TO EXPRESS CARE.** For example, ribbons around trees or benches, planting flowers outside, or outdoor posters and banners to show support.

We will work to designate areas to place these visuals and safely take residents outside to show them these symbols of your support.



## **CARDS AND LETTERS** with messages of support and updates on family members.

We are supplying paper, pens, envelopes and postage for residents to easily reply. If needed, we will write replies dictated by residents.



## **CARE PACKAGES** that could include items such as photographs, cards, drawings, snacks, and entertainment (such as books, magazines, and puzzles).

We will establish a system for care package drop-offs that is safe and does not require entry into the facility.



## **RECORDED VIDEO MESSAGES** to share via email or text message, if live-video chatting is not feasible.

We will help record outgoing messages and share incoming messages with residents.



## **DEDICATIONS** on the in-house cable channel and intercom system.

We can 'dedicate' songs or share anecdotes via the intercom prior to broadcasting a movie or playing music. If your loved one has a favorite song, poem, movie or television show, please let us know.



## **"VISITS"** through a glass window or a parade of cars.

We will make every effort to ensure residents are able to safely participate if scheduled in advance.

We encourage you to share additional ideas and creative ways we can work together to support our residents.

Please contact us with questions or suggestions:



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

## **CORONA VIRUS UPDATE**

To Our Employees:

We know that many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Crystal Care Center. Ensuring your safety and our resident's safety in a healthy environment is our first priority. At this time, we don't have any cases in our facility. The Centers for Disease Control and Prevention (CDC) has recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect yourselves and our residents, as well as prevent the spread throughout the community.

1. **Sick employees should stay home.** At this time, we request that you stay home if you have any symptoms of respiratory illness. Those symptoms include cough, fever, sore throat, and/or shortness of breath.
2. **Notify us if you develop respiratory symptoms while at work.** These include cough, fever, sore throat and/or shortness of breath.
3. **Practice proper hand washing hygiene.** All employees should wash their hands for at least 20 seconds or use alcohol-based hand sanitizer that contains at least 60-95% alcohol upon entering the building and before and after interaction with residents. Soap and water should be used preferentially if hands are visibly dirty.
4. **Cover your mouth and nose with a tissue when coughing or sneezing.** Please review the [CDC's information on coughing and sneezing etiquette](#).
5. **Perform routine environmental cleaning.** Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. No special cleaning is necessary for COVID-19.

Our facility is following the recommendations of the CDC on using basic contact precautions to prevent the spread, which includes wearing gowns and gloves when interacting with residents who present symptoms—as we always do. We also are staying up to date with the CDC recommendations

as they may continue to change. In addition, our facility is in close contact with our local and state health departments and are following their guidance.

We are asking all visitors to avoid coming to the building unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and request that they not enter the building.

**UPDATE: As of Wednesday March 11<sup>th</sup>, 2020, Ohio Governor Mike DeWine has mandated that Nursing Homes across the state allow only 1 visitor per resident per day. Residents can no longer receive multiple visitors on the same day or at the same time until further notice.**

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact the Administrator or Director of Nursing.

For additional information, please visit the CDC's coronavirus disease [information page at CDC.GOV](https://www.cdc.gov/coronavirus/2019-nCoV/index.html).

Sincerely,

Anthony L. Wheaton  
Administrator  
Crystal Care Center

Natalie Barr  
Director of Nursing  
Crystal Care Center

Susan Smith  
Owner  
Crystal Care Center

3/11/2020

## **CORONA VIRUS UPDATE**

To Our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Crystal Care Center of Mansfield. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we **DO NOT** have any cases in our facility. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential spread of the virus entering our building. However, we need your help in battling COVID-19. Below are some examples of how you can help to protect your loved ones, as well as prevent the spread throughout the community.

**As a precaution, based on the Ohio Department of Health recommendations and guidelines, we are requesting that family and friends voluntarily limit or postpone visits unless absolutely necessary.** We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. 100 & 200 Hall phone # 419-747-6158 or 300 Hall phone # 419-747-1168.

**Please make sure we have your most current, emergency contact information.** We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to **social services office** with your updated contact information.

**We are emphasizing to our residents and their families, to please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette.** We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual.

**If you are experiencing a cough, fever, sore throat, and/or shortness of breath, please let a staff member know immediately. Please do not freely roam throughout facility, please limit your visit to your loved ones room specifically.**

Again, we are following the recommendations of the CDC on prevention steps, including following strict handwashing procedures when interacting with residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. Additionally, our facility is in close contact with our local and state health departments, and we are following their guidance. **We reserve the right to change or modify our protocols as new directives or regulations mandate.**

**UPDATE:** As of Wednesday March 11<sup>th</sup>, 2020, Ohio Governor Mike DeWine has mandated that Nursing Homes across the state allow only 1 visitor per resident per day. Resident's can no longer receive multiple visitors on the same day or at the same time until further notice.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our center at: **1159 Wyandotte Ave. Mansfield, Ohio 44906**  
**Phone: 419-747-2666.**

For additional information, please visit the CDC's coronavirus disease [CDC.GOV](https://www.cdc.gov).

Sincerely,

Anthony L. Wheaton  
Administrator  
Crystal Care Center

Natalie Barr  
Director of Nursing  
Crystal Care Center

Susan Smith  
Owner  
Crystal Care Center

March 12, 2020

## **CORONA VIRUS UPDATE**

To Our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Crystal Care Center of Mansfield. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we **DO NOT** have any cases in our facility. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential spread of the virus entering our building. However, we need your help in battling COVID-19. Below are some examples of how you can help to protect your loved ones, as well as prevent the spread throughout the community.

**As a precaution, based on the Updated Ohio Department of Health recommendations and guidelines, we are not currently allowing visitors into the facility until further notice.** Essential personnel including staff, contractors and vendors will be screened prior to entering the facility

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. 100 & 200 Hall phone # 419-747-6158 or 300 Hall phone # 419-747-1168.

**Please make sure we have your most current, emergency contact information.** We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to **social services office** with your updated contact information.

**During this critical time, we are emphasizing to our residents and their families, to please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette.**

**If you are experiencing a cough, fever, sore throat, and/or shortness of breath, please let a staff member know immediately.**

Again, we are following the recommendations of the CDC on prevention steps, including following strict handwashing procedures when symptoms are presented. We also are staying up to date with the CDC recommendations as they continue to change. Additionally, our facility is in close contact with our local and state health departments, and we are following their guidance. **We reserve the right to change or modify our protocols as new directives or regulations mandate.**

**UPDATE:** As of Wednesday March 13<sup>th</sup>, 2020, Ohio Governor Mike DeWine has mandated that Nursing Homes across the state allow no visitor's at this time until further notice. We understand how difficult this is for everyone involved, and we so appreciate your understanding and cooperation in this matter.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our center at: **1159 Wyandotte Ave. Mansfield, Ohio 44906**  
**Phone: 419-747-2666.**

For additional information, please visit the CDC's coronavirus disease [CDC.GOV](https://www.cdc.gov).

Sincerely,

Anthony L. Wheaton  
Administrator  
Crystal Care Center

Natalie Barr  
Director of Nursing  
Crystal Care Center

Susan Smith  
Owner  
Crystal Care Center

March 14, 2020

VISITORS NOT ALLOWED  
AT THIS TIME  
ON THE ORDER OF  
OHIO DEPARTMENT OF HEALTH

In an effort to prevent the spread of the Corona Virus to nursing facilities across the state, the OHIO DEPT. of HEALTH DIRECTOR has **MANDATED** that nursing home residents are **not** to receive visitors at this time, with the only exception being end of life situations. Essential personnel, including staff, contractors and vendors, must be screened prior to entering the facility. We are being required to take these extreme measures to ensure the health and safety of your loved ones. We understand that that this is a very difficult situation for everyone involved, so we very much appreciate your cooperation and understanding in this matter.

Thank You,

Anthony L. Wheaton  
Administrator



Center for Clinical Standards and Quality/Quality, Safety & Oversight Group

Ref: QSO-20-29-NH

**DATE:** May 6, 2020

**TO:** State Survey Agency Directors

**FROM:** Director  
Quality, Safety & Oversight Group

**SUBJECT:** Interim Final Rule Updating Requirements for Notification of Confirmed and Suspected COVID-19 Cases Among Residents and Staff in Nursing Homes

Memorandum Summary

- CMS is committed to taking critical steps to ensure America's healthcare facilities are prepared to respond to the Coronavirus Disease 2019 (COVID-19) Public Health Emergency (PHE).
- On May 8, 2020, CMS will publish an interim final rule with comment period.
- **COVID-19 Reporting Requirements:** CMS is requiring nursing homes to report COVID-19 facility data to the Centers for Disease Control and Prevention (CDC) and to residents, their representatives, and families of residents in facilities.
- **Enforcement:** Failure to report in accordance with 42 CFR §483.80(g) can result in an enforcement action.
- **Updated Survey Tools:** CMS has updated the COVID-19 Focused Survey for Nursing Homes, Entrance Conference Worksheet, COVID-19 Focused Survey Protocol, and Summary of the COVID-19 Focused Survey for Nursing Homes to reflect COVID-19 reporting requirements.
- **COVID-19 Tags:** F884 and F885.
- **Transparency:** CMS will begin posting data from the CDC National Healthcare Safety Network (NHSN) for viewing by facilities, stakeholders, or the general public. The COVID-19 public use file will be available on <https://data.cms.gov/>.

Background

On April 19, 2020, CMS released memo [QSO-20-26](#), "Upcoming Requirements for Notification of Confirmed COVID-19 (or COVID-19 Persons under Investigation) Among Residents and Staff in Nursing Homes," summarizing new facility reporting requirements that would soon be released through rulemaking.

On May 8, 2020, CMS will publish an interim final rule with comment period, titled "Medicare and Medicaid Programs, Basic Health Program, and Exchanges; Additional Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency and Delay of

Certain Reporting Requirements for the Skilled Nursing Facility Quality Reporting Program”. The unpublished rule is available for public inspection at [the Federal Register website](#) (Agency Docket: CMS-5531-IFC and Regulation ID Number (RIN): 0938-AU32).

Prior to the COVID-19 PHE and this interim final rule, regulations at 42 CFR §483.80(a)(2)(ii), already required LTC facilities (i.e., skilled nursing facilities and/or nursing facilities) to have written standards, policies and procedures regarding infection control, to include when and to whom possible incidents of communicable disease or infections should be reported, such as to local/state health authorities. In an effort to support surveillance of COVID-19 cases and increase transparency for residents, their representatives, and families, we have added to the infection control requirements provisions to establish reporting for confirmed or suspected COVID-19 cases at new §483.80(g), as follows:

### § 483.80 Infection control.

(g) *COVID-19 Reporting.* The facility must—

- (1) Electronically report information about COVID-19 in a standardized format specified by the Secretary. This report must include but is not limited to--
  - (i) Suspected and confirmed COVID-19 infections among residents and staff, including residents previously treated for COVID-19;
  - (ii) Total deaths and COVID-19 deaths among residents and staff;
  - (iii) Personal protective equipment and hand hygiene supplies in the facility;
  - (iv) Ventilator capacity and supplies in the facility;
  - (v) Resident beds and census;
  - (vi) Access to COVID-19 testing while the resident is in the facility;
  - (vii) Staffing shortages; and
  - (viii) Other information specified by the Secretary.
- (2) Provide the information specified in paragraph (g)(1) of this section at a frequency specified by the Secretary, **but no less than weekly** to the Centers for Disease Control and Prevention’s National Healthcare Safety Network. This information will be posted publicly by CMS to support protecting the health and safety of residents, personnel, and the general public.
- (3) Inform **residents, their representatives, and families** of those residing in facilities **by 5 p.m. the next calendar day following the occurrence of either a single confirmed infection of COVID-19, or three or more residents or staff with new-onset of respiratory symptoms occurring within 72 hours of each other.** This information must—
  - (i) **Not include** personally identifiable information;
  - (ii) **Include information on mitigating actions implemented** to prevent or reduce the risk of transmission, including if normal operations of the facility will be altered; and
  - (iii) Include any **cumulative updates for residents, their representatives, and families at least weekly or by 5 p.m. the next calendar day** following the subsequent occurrence of either: each time a confirmed infection of COVID-19 is identified, or whenever three or more residents or staff with new onset of respiratory symptoms occur within 72 hours of each other.

We understand that state and local health departments may currently require nursing homes to report certain COVID-19 related information to them. A key difference between the state/local reporting and this new national reporting requirement is that reporting to state/local health departments allows them to understand the status of their local environment and intervene (e.g., direct staffing and supplies), whereas this national requirement provides standardized information to assist with national surveillance on the status of COVID-19 in all nursing homes. State and local health departments are also able to submit the required data on behalf of a nursing homes, although this does not relieve facilities of their accountability to report in accordance with the regulation.

### **Reporting COVID-19 Information to CDC's NHSN**

The NHSN [Long-Term Care Facility COVID-19 Module](https://www.cdc.gov/nhsn/) is available. Facilities should immediately gain access to the NHSN system and visit the home page for important information, including how to register: <https://www.cdc.gov/nhsn/>. The following provides an overview of the registration process:

#### **Step 1 – Prepare your computer to interact with NHSN**

You may need to change your email and internet security settings to receive communications from NHSN during the enrollment process

#### **Step 2A – Register Facility with NHSN**

The person who will serve as the NHSN Facility Administrator must access and read the NHSN Facility/Group Administrator Rules of Behavior from <https://nhsn.cdc.gov/RegistrationForm/index>

#### **Step 2B – Register with SAMS (Security Access Management System)**

After CDC receives your completed registration, you will receive an *Invitation to Register with SAMS* via email

#### **Step 3 – Complete NHSN Enrollment**

On the SAMS homepage, click the link to the NHSN labeled **NHSN Enrollment** and Complete Facility Contact Information

#### **Step 4 – Electronically Accept the NHSN Agreement to Participate and Consent**

After successfully completing enrollment, the NHSN Facility Administrator and Component Primary Contact (may be the same person) will receive an NHSN email with instructions on how to electronically accept the *NHSN Agreement to Participate and Consent*.

Please note: It is critical for facilities to ensure their CMS Certification Number (CCN) is entered correctly into the NHSN system, so CMS can confirm the facility has met the reporting requirement.

For NHSN questions, please email: [NHSN@cdc.gov](mailto:NHSN@cdc.gov) and add “LTCF” in the subject header.

Facilities must submit their first set of data by 11:59 p.m. Sunday, May 17, 2020. To be compliant with the new requirement, facilities must submit the data through the NHSN reporting system at least once every seven days. Facilities may choose to submit multiple times a week. CMS is not prescribing which day of the week the data must be submitted, although reporting should remain consistent with data being submitted on the same day(s) each week. The collection period should also remain consistent (e.g., Monday through Sunday). Each Monday,

CMS will review the data submitted to assess if each facility submitted data at least once in the previous seven days. The data pulled each Monday will also be used to update the data that is publicly reported.

### **Updates to the COVID-19 Focused Survey for Nursing Homes**

CMS has updated the “COVID-19 Focused Survey for Nursing Homes,” “Entrance Conference Worksheet,” “COVID-19 Focused Survey Protocol,” and “Summary of the COVID-19 Focused Survey for Nursing Homes” to include an updated assessment of the new requirements for facilities to report to the NHSN and to residents, their representatives, and their families. These updated forms are posted to the [Survey Resources](#) folder in the COVID-19 Focused Survey sub-folder on the CMS Nursing Homes website. Surveyors should begin using these revised documents immediately, and facilities should also begin using the revised “COVID-19 Focused Survey for Nursing Homes” to perform their self-assessment. The documents include the following new deficiency tags for citing noncompliance with the new requirements:

#### **F884: COVID-19 Reporting to CDC** as required at §483.80(g)(1)-(2)

Review for F884 will be conducted offsite by CMS Federal surveyors (state surveyors should not cite this F-tag). Following an initial reporting grace period granted to facilities, CMS will receive the CDC NHSN COVID-19 reported data and review for timely and complete reporting of all data elements. Facilities identified as not reporting will receive a deficiency citation at F884 on the CMS-2567 with a scope and severity level at an F (no actual harm with a potential for more than minimal harm that is not an Immediate Jeopardy [IJ] and that is widespread; this is a systemic failure with the potential to affect a large portion or all of the residents or employees), and be subject to an enforcement remedy imposed as described below.

#### **F885: COVID-19 Reporting to Residents, their Representatives, and Families** as required at §483.80(g)(3)(i)-(iii)

Review for F885 is included in the “COVID-19 Focused Survey Protocol” and will occur onsite by State and/or Federal surveyors. If the survey finds noncompliance with this requirement, a deficiency citation at this tag will be recorded on the CMS-2567 and enforcement actions will follow the memo [QSO-20-20-All](#). We note that there are a variety of ways that facilities can meet this requirement, such as informing families and representatives through email listservs, website postings, paper notification, and/or recorded telephone messages. We do not expect facilities to make individual telephone calls to each resident’s family or responsible party to inform them that a resident in the facility has laboratory-confirmed COVID-19. However, we expect facilities to take reasonable efforts to make it easy for residents, their representatives, and families to obtain the information facilities are required to provide.

In addition, when the State Survey Agency is planning to conduct these surveys, the COVID-19 Focused Survey should be coded in the Automated Survey Process Environment (ASPEN) under “Survey Type” as U=COVID-19. If the survey is taking place with an IJ complaint investigation, the survey should be coded in ASPEN under “Survey Type” as A=complaint and U=COVID-19. This will help ensure consistent, accurate reporting.

### **Enforcement for F884**

A determination that a facility failed to comply with the requirement to report COVID-19 related information to the CDC pursuant to §483.80(g)(1)-(2) (tag F884) will result in an enforcement action. These regulations require a minimum of weekly reporting, and noncompliance with this requirement will receive a deficiency citation and result in a civil money penalty (CMP) imposition.

CMS will provide facilities with an initial two-week grace period to begin reporting cases in the NHSN system (which ends at 11:59 p.m. on May 24, 2020). Facilities that fail to begin reporting after the third week (by 11:59 p.m. on May 31st) will receive a warning letter reminding them to begin reporting the required information to CDC. For facilities that have not started reporting in the NHSN system by 11:59 p.m. on June 7<sup>th</sup>, ending the fourth week of reporting, CMS will impose a per day (PD) CMP of \$1,000 for one day for the failure to report that week. For each subsequent week that the facility fails to submit the required report, the noncompliance will result in an additional one-day PD CMP imposed at an amount increased by \$500. For example, if a facility fails to report in week four (following the two week grace period and receipt of the warning letter), it will be imposed a \$1,000 one-day PD CMP for that week. If it fails to report again in week five, the noncompliance will lead to the imposition of another one-day PD CMP in the amount of \$1,500 for that failure to report (for a CMP total of \$2,500). In this example, if the facility complies with the reporting requirements and submits the required report in week six, but then subsequently fails to report as required in week seven, a one-day PD CMP amount of \$2,000 will be imposed (which is \$500 more than the last imposed PD CMP amount) for a total of \$4,500 imposed CMPs.

For enforcement-related questions, please email: [DNH\\_Enforcement@cms.hhs.gov](mailto:DNH_Enforcement@cms.hhs.gov)

### **Posting Facility-Level COVID-19 Data**

Reporting COVID-19 data supports CMS's responsibility to protect and ensure the health and safety of residents and is necessary to ensure the appropriate tracking, response, and mitigation of the spread and impact of COVID-19 on our most vulnerable citizens, personnel who care for them, and the general public. The information provided may be used to inform residents, families, and communities of the status of COVID-19 infections in their area. We believe that this action strengthens CMS's response to the COVID-19 pandemic, and reaffirms our commitment to transparency and protecting the health and safety of nursing home residents. CMS anticipates publicly posting CDC's NHSN data (including facility names, number of COVID-19 suspected and confirmed cases, deaths, and other data as determined appropriate) weekly on <https://data.cms.gov/> by the end of May.

**Contact:** For questions or concerns regarding this memo, please contact [DNH\\_TriageTeam@cms.hhs.gov](mailto:DNH_TriageTeam@cms.hhs.gov).

**Effective Date:** Immediately. This policy should be communicated with all survey and certification staff, their managers and the State/Branch training coordinators immediately.

/s/  
David R. Wright

**Attachments:**

- COVID-19 Focused Survey for Nursing Homes
- Long-term Care Facility Notification Frequently Asked Questions

cc: Survey & Operations Group (SOG) Management

## COVID-19 UPDATES

Just a few important reminders for our resident's families and their loved ones. Currently, Skilled Nursing facilities (SNF's) are **not reopen** to the public for visitations within the facility. As a result, visitations will continue to occur as they have been, by utilizing traditional phone calls, video chat, or window/door visits. Regarding the window/door visits, during these visits windows and doors must remain firmly closed, so as to minimize transmission of the virus to the facility.

**NOTE:** You can communicate with your loved ones during window/door visits by utilizing your cellphone and connecting with the resident via the facility resident phone.

We understand that some of you may have heard that Assisted Living facilities will be reopening soon, but their reopening **does not apply** to Skilled Nursing Facilities (SNF's). The Centers for Disease Control (CDC) in conjunction with other Federal, State and Local government agencies, will layout a specific plan for the reopening of Nursing Homes, this will occur in phases, and not before resident's and staff have been tested first. I do not look for restrictions in their current form to be lifted in the short-term.

Again, we understand how difficult this has been for everyone involved, and we very much appreciate your patience and support. Our ultimate goal has always been and will continue to be looking out for the health and safety of your loved ones.

Sincerely,

Management of Crystal Care Center

5-28-2020

VISITORS NOT ALLOWED  
AT THIS TIME  
ON THE ORDER OF  
OHIO DEPARTMENT OF HEALTH

In an effort to prevent the spread of the Corona Virus to nursing facilities across the state, the OHIO DEPT. of HEALTH DIRECTOR has **MANDATED** that nursing home residents not receive visitors at this time. The only exception to this rule would be for hospice patients and/or end of life scenarios. Essential personnel, including staff, contractors and vendors, must be screened prior to entering the facility. Vendors and contractors will be required to wear masks while in the facility. We are being required to take these extreme measures to ensure the health and safety of you and your loved ones. We understand that that this is a difficult situation for everyone involved, so we very much appreciate your cooperation and understanding in this matter.

Thank You

Anthony L. Wheaton  
Administrator

## PLEASE LIMIT OR RESTRICT VISITS

### PLEASE RING DOORBELL TO ENTER

In an effort to prevent the spread of the Corona Virus to nursing facilities across the state, Governor Mike DeWine of Ohio has **MANDATED** that each nursing home resident will be limited to one visitor per day. We will be screening, and further requesting that all family and/or resident representatives voluntarily limit or postpone visits to the facility until further notice. We are being required to take these extreme measures to ensure the health and safety of your loved ones, in whom you have entrusted to our care. We understand that that this is a difficult situation for everyone involved, so we very much appreciate your cooperation in this matter.

Thanks,

Anthony L. Wheaton  
Administrator

CRYSTAL CARE CENTER OF MANSFIELD  
VISITATION PROTOCOLS

***The objective of this plan is to provide peace of mind for our residents and their loved ones, by allowing all parties the opportunity for regular connection and support, with the ultimate goal being the improved mental, physical, and emotional well-being of everyone involved.***

On July 27, 2020 Crystal Care Center of Mansfield is excited to resume visitations on a restricted basis for the family members, friends, and/or responsible parties of our residents. In doing so we will be following the orders and guidelines as set forth by the Governor and Director of the Ohio Department of Health. Your loved one's health and safety remains our number one priority. That being said, below are the protocols each visitor must comply with to safely facilitate these visits. Crystal Care Center of Mansfield reserves the right to modify these protocols as deemed necessary, based on the latest medical information and any updated directives by the Director. We also reserve the right to rescind any visits based on non-compliance of visitation protocols, this will be reviewed on a case by case basis.

A tent has been erected at the front of the facility to accommodate outdoor visitations.

All visitors **must** pre-schedule visitation appointments at least 24-Hours in advance with the Activities Department at 419-747-2666.

All individuals **must** check-in and be screened at the front entrance as mandated by CDC guidelines. This screening will include questions about exposure to COVID-19 and screening visitors for cough, shortness of breath, and body temperature of 100 degrees or higher.

Each resident will be allowed one 30-minute visit per day, with up to 2 visitors present. Visitors **will be required** to perform hand hygiene, and maintain social distancing throughout the **entire** visit, in addition to wearing a face covering during the **entire** visit. Residents must also wear a face covering during the entire visit as well.

All visitors **must** be at least 12 years of age or older to facilitate proper social distancing, and not present themselves as a distraction to other residents, visitors, or staff.

Residents will be reminded of the risks associated with the spread of COVID-19, and the appropriate safety measures to take to protect themselves and their visitors. To further limit any potential spread, visits **must** be contact free.

In the event of accidental contact, residents shall wash their hands thoroughly upon returning indoors, and if possible, change their clothing upon returning indoors as well. Wheelchairs or any other items that have been inadvertently touched, will be immediately cleaned and disinfected. As part of our standard visitation procedure, all tables and chairs **will** be sanitized between visits.

Hand Sanitizer will be made available to all visitors and residents for use before, during, and after each visit.

Visitations will initially take place between the hours of 10am to 4pm Monday through Friday. Once we have had an opportunity to assess our procedure to get it running smoothly, we will look to add weekend visits sometime in the near future.

Video monitoring **only** will take place during visits, to ensure that proper safety protocols are being followed.

We again want to thank each of you, for your patience during these difficult circumstances that we have all been dealing with. We hope that you take advantage of this opportunity to enjoy these visits with your family or friend, and remind you to please do so safely and responsibly.

Should you have any questions, please do not hesitate to contact me at 419-747-2666.

Sincerely,

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

7-16-2020

**CRYSTAL CARE CENTER OF MANSFIELD**

**VISITATION UPDATE**

Dear Family, friends and loved ones. I would like to provide you with an update regarding our visitations which were to start on this coming Monday July 27, 2020. Federal, State and Local regulations **mandate** that no Nursing facility can restart visitations until the results of COVID-19 testing have been obtained from a Laboratory on all staff tested. All Crystal Care Center staff were tested this past Monday July 20, 2020. As of Wednesday July 29, 2020 we have not received testing results for all staff which were tested. This unfortunately means that we are going to have to temporarily delay our reopening until such time that all these results are in. We will keep you updated, and start our visitations as soon as we receive these results. We sincerely apologize for any distress or inconvenience this may cause you, and greatly appreciate your patience as we all seek to keep your loved ones as safe as possible.

Respectfully,

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

CRYSTAL CARE CENTER OF MANSFIELD  
VISITATION PROTOCOLS

***The objective of this plan is to provide peace of mind for our residents and their loved ones, by allowing all parties the opportunity for regular connection and support, with the ultimate goal being the improved mental, physical, and emotional well-being of everyone involved.***

On August 6, 2020 Crystal Care Center of Mansfield is excited to resume visitations on a restricted basis for the family members, friends, and/or responsible parties of our residents. In doing so we will be following the orders and guidelines as set forth by the Governor and Director of the Ohio Department of Health. Your loved one's health and safety remains our number one priority. That being said, below are the protocols each visitor must comply with to safely facilitate these visits. Crystal Care Center of Mansfield reserves the right to modify these protocols as deemed necessary, based on the latest medical information and any updated directives by the Director. We also reserve the right to rescind any visits based on non-compliance of visitation protocols, this will be reviewed on a case by case basis.

A tent has been erected at the front of the facility to accommodate outdoor visitations.

All visitors **must** pre-schedule visitation appointments at least 24-Hours in advance with the Activities Department at 419-747-2666.

All individuals **must** check-in and be screened at the front entrance as mandated by CDC guidelines. This screening will include questions about exposure to COVID-19 and screening visitors for cough, shortness of breath, and body temperature of 100 degrees or higher.

Each resident will be allowed one 30-minute visit per day, with up to 2 visitors present. Visitors **will be required** to perform hand hygiene, and maintain social distancing throughout the **entire** visit, in addition to wearing a face covering during the **entire** visit. Residents must also wear a face covering during the entire visit as well.

All visitors **must** be at least 12 years of age or older to facilitate proper social distancing, and not present themselves as a distraction to other residents, visitors, or staff.

Residents will be reminded of the risks associated with the spread of COVID-19, and the appropriate safety measures to take to protect themselves and their visitors. To further limit any potential spread, visits **must** be contact free.

In the event of accidental contact, residents shall wash their hands thoroughly upon returning indoors, and if possible, change their clothing upon returning indoors as well. Wheelchairs or any other items that have been inadvertently touched, will be immediately cleaned and disinfected. As part of our standard visitation procedure, all tables and chairs **will** be sanitized between visits.

Hand Sanitizer will be made available to all visitors and residents for use before, during, and after each visit.

Visitations will initially take place between the hours of 10am to 4pm Monday through Friday. Once we have had an opportunity to assess our procedure to get it running smoothly, we will look to add weekend visits sometime in the near future.

Video monitoring **only** will take place during visits, to ensure that proper safety protocols are being followed.

We again want to thank each of you, for your patience during these difficult circumstances that we have all been dealing with. We hope that you take advantage of this opportunity to enjoy these visits with your family or friend, and remind you to please do so safely and responsibly.

Should you have any questions, please do not hesitate to contact me at 419-747-2666.

Sincerely,

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

8-4-2020

CRYSTAL CARE CENTER OF MANSFIELD  
INDOOR VISITATION PROTOCOLS

***The objective of our visitation program is to provide some much needed peace of mind for our residents and you their loved ones, and by allowing all concerned parties the opportunity for regular connection and support; with the ultimate goal being the improved mental, physical, and emotional well-being of everyone involved.***

On **November 3, 2020** Crystal Care Center of Mansfield is excited to resume indoor visitations on a restricted basis for the family members, friends, and/or responsible parties of our residents. In doing so we will be following the orders and guidelines as set forth by the Governor and Director of the Ohio Department of Health. Your loved one's health and safety remains our number one priority. That being said, below are the protocols each visitor must comply with to safely facilitate these indoor visits. Crystal Care Center of Mansfield reserves the right to modify these protocols as deemed necessary, based on the latest medical information and any updated directives by the Director. We also reserve the right to rescind any visits based on non-compliance of visitation protocols, this will be reviewed on a case by case basis.

All visitors shall be escorted to and from the designated visitation area by facility staff.

An area located on the lower level of the facility is being modified to accommodate indoor visitations.

Visitation routes will be designed in such a way as to minimize potential contact between visitors and residents/staff.

Visitors needing to use the restroom, will be directed to the nearest non-resident restroom.

All visitors ***must*** schedule visitation appointments at least 24-Hours in advance with the Activities Department at 419-747-2666. Visitors will be provided with a time for the visitation, as well as the length of the visit in advance of the visitation date.

All individuals ***must*** check-in and be screened at the door located on the lower level entrance adjacent to the Therapy Department as mandated by CDC guidelines. This screening will include questions about exposure to COVID-19 and screening visitors for cough, shortness of breath, and body temperature of 100 degrees or higher.

Each resident will be allowed one 30-minute visit per day, with up to 2 visitors present. Visitors ***will be required to*** perform hand hygiene, and maintain social distancing throughout the ***entire*** visit, in addition to wearing a face covering (supplied by the facility) during the ***entire*** visit. Residents where possible, should also during the entire visit as well. Visitation will officially commence when the resident and visitor are reunited.

All visitors **must** be of an appropriate age and maturity level to facilitate proper social distancing, and not present themselves as a distraction to other residents, visitors, or staff.

Residents will be reminded of the risks associated with the spread of COVID-19, and the appropriate safety measures to take to protect themselves and their visitors. To further limit any potential spread, visits **must** be contact free.

In the event of accidental contact, residents shall wash their hands thoroughly, and if possible, change their clothing as well. Tabletops, wheelchairs or any other items that have been inadvertently touched, will be immediately cleaned and disinfected. As part of our standard visitation procedure, all tables and chairs **will** be disinfected and sanitized between visits.

If a resident has more than one visitor, or a resident has multiple visitors, the facility will provide enough space to permit visitors and residents to maintain appropriate distance from each other during the entire visit. Social distancing shall be adhered to regardless of where a visit takes place.

Hand Sanitizer will be made available to all visitors and residents for use before, during, and after each visit.

Visitations will take place between the hours of 10am to 4pm Monday through Friday and every other Sunday from 12-4pm.

Video monitoring **only** will take place during visits, to ensure that proper safety protocols are being followed.

We again want to thank each of you, for your patience during these difficult times that we have all been experiencing. We hope that you will take advantage of this opportunity to enjoy spending time with your family member or friend, and remind you to please do so safely and responsibly.

Should you have any questions, please do not hesitate to contact us at 419-747-2666.

Sincerely,

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

10-12-2020

**NOTE: If the county positivity rate map according to CMS (Not the State) turns red at any point, visits will be cancelled until such time that the county map turns green or yellow again for resident and staff safety. Also, if there is a resident or staff outbreak, visits will be cancelled until such time that we have sufficient negative results to resume visits safely and responsibly.**

## COVID-19 UPDATE

Dear family members, friends and representatives. This is Anthony Wheaton with Crystal Care Center of Mansfield. Although inevitable at some point, we regret to inform you that one of our staff members has test positive for COVID-19.

All visits will now be cancelled until further notice

We will be providing you with regular updates regarding our facility's COVID-19 status via this website.

One staff person tested positive during our most recent testing.

Currently, we will be testing resident's once per week, and staff will be tested twice a week.

We appreciate and share your care and concern for your loved ones, and know that we will be doing everything in power and utilizing all resources available to us to keep those dear to you safe!

We would like to thank you in advance for your patience and cooperation with us as we navigate the process of testing and reporting that are required to address this situation.

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

10/16/2020

CRYSTAL CARE CENTER OF MANSFIELD  
INDOOR VISITATION PROTOCOLS

***The objective of our visitation program is to provide some much needed peace of mind for our residents and you their loved ones, and by allowing all concerned parties the opportunity for regular connection and support; with the ultimate goal being the improved mental, physical, and emotional well-being of everyone involved.***

On **October 26, 2020** Crystal Care Center of Mansfield is excited to resume indoor visitations on a restricted basis for the family members, friends, and/or responsible parties of our residents. In doing so we will be following the orders and guidelines as set forth by the Governor and Director of the Ohio Department of Health. Your loved one's health and safety remains our number one priority. That being said, below are the protocols each visitor must comply with to safely facilitate these indoor visits. Crystal Care Center of Mansfield reserves the right to modify these protocols as deemed necessary, based on the latest medical information and any updated directives by the Director. We also reserve the right to rescind any visits based on non-compliance of visitation protocols, this will be reviewed on a case by case basis.

All visitors shall be escorted to and from the designated visitation area by facility staff.

An area located on the lower level of the facility is being modified to accommodate indoor visitations.

Visitation routes will be designed in such a way as to minimize potential contact between visitors and residents/staff.

Visitors needing to use the restroom, will be directed to the nearest non-resident restroom.

All visitors ***must*** schedule visitation appointments at least 24-Hours in advance with the Activities Department at 419-747-2666. Visitors will be provided with a time for the visitation, as well as the length of the visit in advance of the visitation date.

All individuals ***must*** check-in and be screened at the door located on the lower level entrance adjacent to the Therapy Department as mandated by CDC guidelines. This screening will include questions about exposure to COVID-19 and screening visitors for cough, shortness of breath, and body temperature of 100 degrees or higher.

Each resident will be allowed one 30-minute visit per day, with up to 2 visitors present. Visitors ***will be required to*** perform hand hygiene, and maintain social distancing throughout the ***entire*** visit, in addition to wearing a face covering (supplied by the facility) during the ***entire*** visit. Residents where possible, should also during the entire visit as well. Visitation will officially commence when the resident and visitor are reunited.

All visitors **must** be of an appropriate age and maturity level to facilitate proper social distancing, and not present themselves as a distraction to other residents, visitors, or staff.

Residents will be reminded of the risks associated with the spread of COVID-19, and the appropriate safety measures to take to protect themselves and their visitors. To further limit any potential spread, visits **must** be contact free.

In the event of accidental contact, residents shall wash their hands thoroughly, and if possible, change their clothing as well. Tabletops, wheelchairs or any other items that have been inadvertently touched, will be immediately cleaned and disinfected. As part of our standard visitation procedure, all tables and chairs **will** be disinfected and sanitized between visits.

If a resident has more than one visitor, or a resident has multiple visitors, the facility will provide enough space to permit visitors and residents to maintain appropriate distance from each other during the entire visit. Social distancing shall be adhered to regardless of where a visit takes place.

Hand Sanitizer will be made available to all visitors and residents for use before, during, and after each visit.

Visitations will take place between the hours of 10am to 4pm Monday through Friday and every other Sunday from 12-4pm.

Video monitoring **only** will take place during visits, to ensure that proper safety protocols are being followed.

We again want to thank each of you, for your patience during these difficult times that we have all been experiencing. We hope that you will take advantage of this opportunity to enjoy spending time with your family member or friend, and remind you to please do so safely and responsibly.

Should you have any questions, please do not hesitate to contact us at 419-747-2666.

Sincerely,

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

10-12-2020

Crystal Care Center of Mansfield  
Still the best option for  
Long-term Care in North Central Ohio

The last quarter of 2020 was a difficult one for Skilled Nursing facilities Nationwide including Crystal Care Center of Mansfield, the good news however is that we have come through the battle and out the other side stronger and more prepared than ever. The pandemic has been a humbling experience for us all, and it has been especially cruel on the seniors in our country and communities. As an industry we have learned many tough lessons throughout the course of this on-going pandemic, and as a result Crystal Care Center of Mansfield is poised to provide even better care to you or your loved ones. We continue to follow all applicable Federal, State and Local health regulations to ensure that we are providing the best line of defense possible in keeping our facility safe from all potential viral threats. We have even gone so far as to purchase medical grade equipment which sanitizes the air and helps maintain a safe living environment. We want the community at large to understand that Crystal Care Center of Mansfield is the better from having gone through our COVID experience, and we continue to be most confident that should you or your loved ones choose us for your Long-term care or rehabilitation needs, you WILL receive the highest in compassionate quality care.

**Please note:** Crystal Care Center of Mansfield has been COVID-19 free since 12/23/2020.

Susan Smith  
Owner

Anthony L. Wheaton  
Administrator

Natalie Barr  
Director of Nursing

INDOOR VISITATION  
CRYSTAL CARE CENTER OF MANSFIELD

To all our Families, Guardians and Representatives, we want to sincerely thank you from the bottom of our hearts for your patience, kindness and understanding while we have been under stringent Federal, State and local health guidelines requiring us to halt visitations for the past several months. We are so pleased to announce that we will be restarting controlled visitations at the facility within the next few weeks. These visitations will be conducted in a designated area, and in an orderly fashion. They will proceed much in the same way that the outdoor visitations did, with some slight modifications. More information will be forthcoming soon.

**NOTE:** Visitations could be halted again, if Richland county were to turn red again per CMS guidelines, or if a staff person or resident were to test positive. We are tentatively targeting March 1, 2020 as the date to restart visitations; however, this date could change depending on factors which may be beyond our control. We are so excited about the prospect of allowing you some personal time with your loved ones, and we know that this will have such a positive effect on both you and those you care about so dearly.

Susan Smith  
Owner

Anthony Wheaton  
Administrator

Natalie Barr  
Director of Nursing

2/18/21