August 24, 2020

Dear Devereux Families:

Thank you for your patience as we continue to work hard to ensure your loved one remains safe during this global pandemic. Our guidelines for reopening are based on scientific data and aimed at protecting our high-risk populations—those with chronic medical problems, older adults and those living in congregate care settings. We were aware that our reopening timelines would differ from the states’ reopening protocols, but did not anticipate Centers hovering above the required metric for months. Containing COVID-19 has proven elusive due to a lack of consensus in our country around mask wearing and physical distancing, which has not resulted in clear periods of regional recovery. Continued travel has also led to resurgences in areas where the virus was previously contained.

We know the last several months have created a terrible hardship on all our Devereux Families. One of the most challenging and frankly, painful, aspects of this pandemic has been suspending visitation to protect the health and safety of everyone – clients, staff and families in the community. We opened on-site visitation recently, which has been helpful, but not enough. Therefore, we are proposing a protocol to allow home visits to occur in areas that are not experiencing an active outbreak—defined as no more than 5.0 cases per 100k over a rolling 7 day period. We recognize that this introduces some risk, but this may be our only time to allow increased contact before cases rise again. In order to allow families this opportunity and keep everyone safe this plan requires your partnership.

We are asking that you agree to the following recommendations related to visits:

1. Only engage in activities that are considered low risk while your loved one is on leave (see risk assessment chart)
2. Avoid air travel
3. Encourage the use of a mask whenever your loved one will be in public or around others outside of your household
4. Encourage physical distancing when outside your home
5. Encourage frequent hand washing
6. Continue to check your loved one’s temperature daily as we have been doing
7. Have your loved one tested for COVID-19 (live virus) on the same day of their return to their living environment

Guidelines for COVID-19 Testing/Quarantine

1. Schedule to have your loved one receive live virus testing on the day of return to their living environment. Many doctor’s offices or testing sites can do rapid, live virus testing where results are available in 15 minutes. If you are able to bring a negative test result completed on the day of return, your loved one will not be required to quarantine.
2. If you are able to schedule live virus testing through saliva or nasal swab on the day of return, your loved one will remain in quarantine up to 14 days, or until you receive and provide the negative test result.
3. If your loved one returns and they have not been tested, they will remain in quarantine for 14 days. We will attempt to transport them for testing in the community but may not be able to do so if there are large numbers of individuals taking advantage of home passes.

We will continue to do everything possible to protect the health and safety of the entire Devereux community. This pandemic has changed the way we all live – and caring for the health and well-being of our individuals and staff is our absolute highest priority. We wish that we could safely allow unlimited home passes, but we will only be able to offer 2 home passes between now and the end of September; this will allow us to manage necessary quarantine periods. We encourage you to schedule your visit early in case the numbers begin to spike and we have to once again restrict home passes for safety, or ask that individuals return from an extended pass.

Thank you again for your patience and unwavering commitment to Devereux’s care of your loved one. We hope that having your loved one at home will be worth the extra effort to ensure the safety of all. If you have any questions, please feel free to reach out to me, or your loved one’s program manager or clinician.

Sincerely,

[Signature]

Carl E. Clark II  
President and CEO  
Devereux Advanced Behavioral Health