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A caring community responsive
health care partner that promotes
wellness, individual dignity,
quality and value.

November 3, 2009

For all patients, residents, family members and visitors at Inter-Lakes Health

Inter-Lakes Health is temporarily restricting visitors to the facility in an effort to keep our patients, residents and staff healthy, and provide the safest environment possible for our community. These visiting precautions are being implemented because influenza and other respiratory viruses spread easily in small rooms and close quarters, and many people that have only minimal symptoms or that may be recovering from influenza could still be infectious to patients, residents, and anyone with whom they come in contact.

Inter-Lakes Health continues its efforts to keep our patients, residents, and staff healthy by administering the influenza vaccine(s) to all staff members who are required to be vaccinated, and by closely monitoring and implementing the latest recommendations from State and Federal health agencies. With the Governor having declared the H1N1 influenza a pandemic public health emergency, Inter-Lakes Health is implementing the following temporary measures:

- Effective immediately, and until further notice: no visitors under the age of 18 will be allowed to visit patients or residents in the hospital or nursing home regardless of their health status;
- All adult visitors must wash their hands or use alcohol-based hand sanitizer upon entering and leaving any patient/resident care unit;
- Family, off-duty staff, and other visitors must not visit if they have any signs or symptoms of an upper respiratory infection, vomiting or diarrhea, fever, or flu-like symptoms (sore throat, aching all over, fever/chills, etc.);
- Adult visitors who are not ill are currently welcome to visit, but are asked to check-in with the Charge Nurse on each unit for specific instructions prior to visiting any patient/resident;

— **MORE** —

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*Inter-Lakes Health
Visitor Policy Changes, P2*

- Visitation may be further restricted or totally denied in the future if any of the facility's units have been deemed to have "an outbreak of illness". (An outbreak is defined as when 5% or more of the population have symptoms of contagious illness). Please note that this final point is not the situation now.

We understand that this may raise family members' concerns about a patient or resident, and we encourage you to maintain telephone contact with your family member. Please continue to feel free to contact the Nurse Manager or Unit Coordinator with any health care issues, or contact the Social Worker for any other concerns you may have about your loved one.

Please be assured that we only have your family member's best interest in mind with these temporary visitation changes. If you have any concerns, please contact one of the following:

Michael Zeman, COO, Inter-Lakes Health (518) 585- 3934
Pat Chamberlain, DNS Inter-Lakes Health (518) 585-3722
Michelle Benedict, Administrator, Adult Home (518) 585-3849
Laura Tirado, Administrator, Heritage Commons (518) 585-3800
Mary Ellen Ellithorpe, DNS Heritage Commons (518) 585-3795
Jane Whitney, Infection Control Coordinator, Inter-Lakes Health (518) 585-3886

Thank you in advance for your cooperation with this serious public health issue, as we all work together for the safety of our patients, residents, families and staff members.

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