

Senior Services FAQs

During the last six months, everyone's lives have been turned upside down with the introduction of COVID-19 to our community. It's been hard getting used to a different way of living and we understand the extreme frustration of those who have loved ones in a Fisher-Titus residential care facility – Norwalk Memorial Home, Transitional Care Unit, and The Carriage House. We know this isn't ideal. We know you want to hug and touch your family members. But please know we are doing everything we can to keep your loved ones safe. Their health and wellness are a top priority. But please know, that at any time if you are unhappy with the care and treatment your family member is receiving, you have the ability to move them to a different facility. Just understand those facilities are bound by the same state guidelines as Fisher-Titus. Here are some answers to our most commonly asked questions:

What are you doing to make sure my family members are taken care of?

Fisher-Titus has implemented several strategies to make sure residents of our facilities are still getting daily activities and interaction. We have implemented activities every day including:

- Bingo in the hallways and distanced in the dining room
- Exercise
- Bible study
- TV church services
- Name that Tune
- Trivia
- Laughter therapy
- Ladies manicures
- Scavenger hunts
- Parade
- Happy Hour Snacks
- Treats such as Sundae Sundays, apple tasting, and root beer floats
- Traveling music
- Resident concerts
- Candlelight dinner

Why can't I see my loved one?

You can! It just may not be in the ways that you are accustomed to prior to the COVID-19 pandemic. Norwalk Memorial Home, Transitional Care Unit (TCU), and The Carriage House, offers a variety of methods for you to stay in contact with your loved one.

Those include:

- Window visits
- Outdoor visitation
- Video chats on a smart phone or tablet

We ask that window and outdoor visits be scheduled in advanced by calling 419-668-5162 between the hours of 8 am – 6:30 pm, or emailing jtucker@ftmc.com.

Senior Services FAQs Continued

Why isn't indoor visitation allowed?

Fisher-Titus is bound by the guidelines set forth by the Ohio Department of Health (ODH). Effective June 8, 2020, ODH began permitting only outdoor visitation for residential care facilities unless it is an end-of-life situation. This remains in effect unless the Director of the Ohio Department of Health changes it. If Fisher-Titus was to go against these orders, it would mean an immediate jeopardy citation in which we would have to close the doors to our residential facilities and would not be allowed to provide care for anyone in the community. We take these orders very seriously.

Why can't you just build something so we can see and touch our loved ones?

The current guidance is to observe physical distancing and staying at least 6' apart, so anything we would build would not be feasible. In addition, some facilities have built plexiglass enclosures. We opted not to do this for concerns of the heat buildup in the 30 min visit and the inability to hear. We want to make sure our residents and their visitors are comfortable and able to have a pleasant visit.

Why can't we be close to our loved ones if we are doing an outside visit?

According to the Ohio Department of Health, there are mandatory guidelines that Fisher-Titus must follow during outdoor visits, including:

- Require scheduling of all on-site visits
- Screen visitors for COVID-19 symptoms
- During visits, require visitors to wear a mask and require residents, where possible, to also wear a mask
- Due to the guidance discouraging use of masks on children under the age of 2, all visitors shall be over the age of 2
- Require that all visitors be at an age of maturity to facilitate social distancing and not be a distraction to other residents, visitors, or staff
- No more than three visitors shall be permitted per resident per visit
- Visits shall not exceed one hour in length
- Encourage residents to have a contact-free visit



Senior Services FAQs Continued

How come when I call to schedule a visit no one answers?

We have heard your frustrations and are making immediate changes to how this system is handled. It's important to us that you are able to schedule your visits with your family members. To schedule visits, please call 419-668-5162 between the hours of 8 am – 6:30 pm, or email jtucker@ftmc.com.

My loved one is in TCU but I can't see them. Why not?

Our Transitional Care Unit has a mandatory 14-day quarantine when a resident first comes to stay with us. After that 14-day period, as long as they are free of any COVID-19 symptoms, they are allowed to participate in the outdoor visitation.

Who can I contact if I'm not satisfied with what Fisher-Titus is doing in the residential care facilities?

If you are unhappy with the guidelines set forth by the Ohio Department of Health, you may contact them at 833-427-5634. In addition, you can contact the state ombudsman at 1-800-282-1206. Ohio's Office of the State Long-term Care Ombudsman advocates for people receiving home care, assisted living, and nursing home care.

We appreciate your patience during this time. Please understand that visitation rules change on a vary regular basis and we make every effort to keep families informed of the changes.



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