



Executive Management

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November 18, 2020

Dear Families and Stakeholders:

Thanks for everyone's continued support. It is meaningful during these times. The questions that have come in this week revolve around visitation. At this point our seven-day positive rate for surveillance and symptomatic testing is 1.4%. That is a great number for Amego and we want to keep it that way. The numbers across the state continue to escalate.

To reiterate our visitation policies:

- Currently we are supporting offsite home visits in houses that are not in isolation for presumed positive or positive cases. If a family chooses to take a loved one home from a house that is on isolation protocol, you must keep your loved one home until isolation is lifted.
 - That happens when negative results come in or isolation periods end.
- Onsite visits are limited and will not occur in houses with positive or presumed positive cases.
- Many agencies have already ceased all visitation returning to the restrictions of the earlier surge. We are basing our decision on our internal numbers.
- The attestations for visits home have been revised to ensure that visits are limited to direct members of the household.
- State Leadership has suggested quiet holidays this year. We support this and ask those of you that take your loved ones home to be vigilant with the guidance regarding gatherings. [Please click here for the guidance.](#)

As of now, we are not halting visitation. Many agencies have. Again, our internal numbers are good, but we aren't moving on the guidelines that are in place. If you are not happy with these, you can take your loved ones home with the expectation that it will be until houses are cleared from isolation. If you have concerns with this, you can speak with your area office staff, school district liaisons, or whomever you would like to bring into the discussion.

Jen gets many calls and fields questions from DPH, boards of health, our staff all day every day. At this point, we are asking that you not contact Jen directly with questions regarding visitation processes. These questions should be directed to the management team assigned to your programs. [Please click here for a document Jen has released with links where we are accessing directives.](#)

Please forward any questions/issues that you may have to Contact@AmegoInc.org.

Thank you,

John Randall
President and Chief Executive Officer