**How *Facility Name* Responding to the COVID-19 Pandemic**

Since the first reports of the COVID-19 virus were diagnosed in the United States in January, *Facility Name* has been working to ensure that we are prepared. *Facility Name’s* top priorities are the health and safety of our residents, patients and associates.

Below is the latest information we have to share about COVID-19.

**Media Statement:**

*Facility Name* is taking precautionary measures, following guidance from the Centers for Disease Control and Prevention (CDC), which has released guidelines for employers and businesses to contain the spread of the virus. *Facility Name*’s number one priority is the health and safety of our residents, patients, and associates.

We remain focused on prevention. We are acting with an abundance of caution, reinforcing our policies and procedures for contagious illnesses such as influenza with staff. These include reminders about flu vaccines, washing hands with soap and water for at least 20 seconds, staying home when sick, and taking flu antivirals as prescribed.

We have emergency response procedures in place to provide support to the local teams, especially in the event of a confirmed case of COVID-19.

**Regarding Visitor Protocol:**

We are restricting visitors to *Facility Name* except for end-of-life situations or pursuant to the guidance of public health officials.

In those cases, visitors will continue to need to be screened prior to entry and restricted to their loved one’s room or another designated area within the community. We are conducting health screenings on anyone coming into the community.

*Facility Name* has suspended all sponsored/planned group outings and is requesting that, unless medically necessary, residents refrain from making trips from the community.

If a confirmed case occurs, the plan is to continue to act in full compliance with the CDC, local and state health authorities.

The CDC has guidance for confirmed cases in healthcare settings; that guidance includes steps to minimize chances for exposure, adhering to personal protection protocols and managing visitor access.

**Responsive Measures** *(Include but are not limited to)*

The health and safety of our residents, patients, and associates is our top priority, below are steps we have taken in response to COVID-19:

**Residents:**

● Communicating with residents & patients

● Assisted Living & Family Care Homes: Multiple daily observations for symptoms

● Converting to live webcasts with outside groups, when possible

● Canceled *Facility Name* sponsored outings & group visits (with the exception of necessary healthcare-related visits)

● Staff leveraging iPhones and virtual conferencing to connect residents to families

● Implemented daily health screenings of all residents

**Families of Residents:**

● Communicating with families of residents

● Resident & Staff responding to calls

● Staff leveraging iPhones and virtual conferencing to connect residents to families

**Staff/Associates:**

● Enacted our emergency preparedness plan

● Focused on prevention

● Created specific guidelines related to COVID-19

● Enhanced cleaning and environmental sanitation protocols for COVID-19

● Re-educated team leaders & staff on disease prevention efforts

● Advised to plan & practice for situations (e.g. flu shutdown)

● Have response protocols, if needed

● Non-essential business travel ban

● Provided tips for associates to take with them for outside of work

● Created communications for associate questions

● Created printed toolkit with resources for use by the public

● Implemented daily health screenings of staff as they report to work daily

**Regulatory Authorities:**

● Federal & state protocols already incorporated in our processes

● Our experienced clinical team is actively reviewing for updates from:

○ CDC

○ Local public health authorities

○ Large reputable hospital sources

**Public at Large:**

● Entrance notices to self-assess before entering our communities & corporate office. Visitors are restricted at our communities.

● Limiting large group events and converting to live webcasts with outside groups, when possible.

● Created social distancing signage

● Created handwashing signage

**Suppliers:**

● Suppliers report appropriate supplies for our communities and no expected supply disruption for:

○ Medications

○ Food

● Sent a letter to suppliers regarding our safety requirements.

**Frequently Asked Questions:**

**What is *Facility Name* doing to help protect residents, associates, patients and visitors from contracting COVID-19?**

Out of an abundance of caution, we are implementing a number of measures, including but not limited to:

● Activating a corporate emergency response team to provide support to our local teams.

● Engaging with leading medical centers for recommendations and guidance to compliment the internal expertise of our clinical team.

● Re-educating our teams on the appropriateness of infection prevention measures which are a part of how we operate on a daily basis.

● Suspending planned or sponsored group outings (with the exception of healthcare-related visits).

● Restricting visitors and non-essential health personnel from our communities, except in end of life situations or pursuant to the guidance of public health officials.

● Conducting health screenings of anyone coming into the Community.

● Limiting travel of our associates to avoid possible spread of the viral illness from city-to-city.

● Directing that associates who are sick stay home.

● Providing regular updates to our teams.

● Reviewing reputable health websites for updates on a daily basis to be able to act upon and share the latest news and information.

**What preventative measures does *Facility Name* have in place?**

In addition to following *Facility Name*’s existing communicable disease outbreak protocols, we have implemented additional precautionary measures, following guidance from the Centers for Disease Control and Prevention (CDC), local health officials and our immediate *Facility Name* clinical team.

● Precautionary measures include the following:

○ Associate training and screening in all communities.

○ To help create barriers in spreading of disease, we’ve updated and recommunicated our contagious disease policies and protocols as they relate to current knowledge regarding COVID-19. This includes best practices and instructions for hand washing, using hand sanitizer and disinfecting hard surfaces frequently.

○ Levels of Action: used to manage ANY infectious outbreak within a community, including COVID-19.

○ Alert Categories: devised to manage the status of COVID-19 risk to *Facility Name.*

● Because COVID-19 is difficult to detect early, our communities are being provided with additional tools to assist in monitoring residents’ health, such as thermometers and pulse oximeters.

**What is *Facility Name*****doing if a resident, associate or patient is showing symptoms of COVID-19?**

We are following our processes and procedures to isolate residents or patients if they are showing symptoms. Associates who are showing symptoms are directed to self-quarantine for 14 days.

**What happens when there is a positive diagnosis at a *Facility Name* community?**

When there is a positive COVID-19 diagnosis in a *Facility Name*, residents/designated emergency contacts will be notified by the facility administrator.

**What precautions are you taking to decrease the chances of the virus entering your communities?**

To reduce the risk of exposure in our communities, we are currently restricting visitors, except for end of life situations or pursuant to the guidance of public health officials. We are also conducting health screenings of anyone coming into the community, required to wash their hands upon entering facility and required to wear shoe coverings, mask and gloves.

In addition, we have suspended *Facility Name* sponsored/planned group outings and are strongly encouraging residents to continue social distancing.

In the cases of a confirmed diagnosis, we continue to act in full compliance with the CDC, local and state health authorities, as well as the best interest of the person. We follow CDC guidance for confirmed cases in healthcare settings; that guidance includes steps to minimize chances for exposure, adhering to personal protection protocols and managing visitor access.

**Are *Facility Name* communities open for visitors?**

In an effort to help prevent the spread of COVID-19, all *Facility Name* communities have restricted access to visitors. Unless otherwise mandated by public health officials or pursuant to the direction of corporate clinical leadership, the following currently applies to visits in our communities:

● Healthcare providers and private-duty providers are continuing to provide services essential to the health or safety of a resident.

● Such individuals are subject to screening and their access prohibited if they fail to meet screening criteria.

● Other visitors are prohibited at this time except for end-of-life situations.

● We have implemented a plan for virtual visits and encourage FaceTime and Skype calls in order to help reduce social isolation and loneliness.

**What should your residents and associates be doing to stay safe?**

First, we want to commend our associates who are helping to keep our residents safe, especially during this pandemic.

● Personal safety measures:

○ Avoid close contact with people who are sick.

○ Avoid touching your eyes, nose and mouth with unwashed hands.

○ Wash your hands often with soap and water for a least 20 seconds.

○ Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

● Community safety measures:

○ Social distancing.

○ Updated and enhanced cleaning protocols.

○ Restricting visitor access to end of life situations.

○ Performing health screenings on associates, permitted visitors and essential third-party providers.

○ Rolling out a “virtual visit” plan, and encouraging video calling tools like FaceTime and Skype in order to help combat social isolation and loneliness.

**Are residents allowed to leave their rooms?**

Yes, in most cases, residents are allowed to leave their rooms. We are educating our residents on social distancing and health practices set forth by the CDC and local government officials.

In accordance with the recommendations of the CDC, we will direct our residents with respiratory infections or suspected COVID-19 to self-isolate in their rooms for the protection of others in the community.

**What is the outing and transportation policy for residents within the communities?**

● Outings

○ Outings using *Facility Name* transportation other than to medical appointments are suspended. If the medical appointment is elective, we encourage it to be postponed.

○ Residents are to remain on property and are made aware of CDC recommendations related to social distancing.

● Transportation

○ Transportation will continue for all medically necessary healthcare appointments to outside providers.

○ Transportation-specific precautionary measures are in place, which includes:

■ Infection control protocols for vehicle cleaning.

■ Driver training for understanding infection control basics.

**What are you doing to manage and answer resident and associate questions and concerns?**

*Facility Name* is able to answer questions through a variety of communication channels, including:

● Directly with our Administrator, *Name*, via main facility phone at *phone number* where *she/he* will be available to respond to inquiries every day, seven days a week. You may also email the facility at *email address*.

**What is the best way to stay up to date on how a *Facility Name* community is responding to the virus?**

We encourage you to correspond directly with our Administrator, *Name*, via main facility phone at ###-###-####. If there is a positive COVID-19 diagnosis at a community, residents/designated emergency contacts will be notified by the facility administrator.

**Is *Facility Name* conducting tours?**

In an effort to prevent the spread of COVID-19, all *Facility Name* are NOT offering tours.

**Is *Facility Name* accepting move-ins?**

At the discretion of the administrator, *Facility Name* is accepting move-ins, unless the specific community has been otherwise instructed by public health officials or pursuant to the direction of corporate clinical leadership.