

Dear Residents, Team Members, Family and Friends;

We are committed as always to full transparency and compliance with the latest COVID-19 guidelines and recommendations from the CDC, state and local governing authorities as well as best practices that will keep residents and team members safe and in good health.

Below are additional protocols as well as reminders from previous protocols that have been enacted. We extend our most sincere appreciation to our team members for their continued commitment and effort in caring for residents and each other during this difficult time.

### **Updated Protocol:**

All screening and sign in logs must be filled out in their entirety. The information requested is important in helping to determine potential risks of COVID19 being transmitted into the community.

### **Team Member Screenings:**

- A team member is not permitted to work if they answer “yes” to **one or more** of the symptoms asked on the screening tool. After 14 days of self-isolation, they must acquire a note from their physician indicating they are free from communicable disease and must be symptom-free in order to return to work.
- If the physician’s note permits them to return to work prior to the 14 days of self-isolation, the note must state they are free from communicable disease and the team member must be symptom-free. If team members need assistance in obtaining a doctor’s note, they should contact their General Manager who will then involve the Solvere Living Regional Vice President and Vice President of Team Engagement and Values (Human Resources).
- If the team member exhibits any of the symptoms from the screening log due to a previously determined or chronic condition, and the team member discloses said symptoms to the community, they may continue to work. Please document that it is a chronic condition related to their symptom on the screening log.
- General Managers to review the symptoms on the team member daily logs and advise their Regional Vice President and Human Resources when anyone is sent home or calls out sick.
- The COVID response team must be contacted prior to the team member returning to work.
- Team members that call out sick for non-COVID related or other symptoms outside of COVID related symptoms are treated just like a normal call out due to illness. They can return to work as soon as they’re cleared to return to work. Self-isolation requirements are not required.

### **Resident Screenings/Self-Isolation**

- A resident must be placed on self-isolation if they answer “yes” to **one or more** of the symptoms on the resident screening log. All residents on self-isolation are required to be screened every 4 hours using the individualized screening tool.

- All individualized screening logs as well as the other screening logs and sign in sheets must be emailed to the COVID response team daily by 12 Noon ET.
- If a resident's condition does not improve during isolation or the resident experiences a decline in their condition, contact the COVID response team immediately or send the resident to the hospital and then contact the COVID response team immediately.
- If any resident leaves the community for a routine yet necessary health-care need, they are to be placed in continual self-isolation and screened every 4 hours. If the resident is symptom- free, an opportunity should be provided for them to leave their apartment, accompanied by a team member following social distancing protocol of 6 feet of separation.
- Residents are not to be sent to the hospital because they are exhibiting a sign or symptom from the screening tool unless the sign or symptom is an immediate threat to the resident's health.
- Call ahead to the hospital to inform them if a resident is coming to hospital due to a case of suspected COVID disease so they can prepare.
- Notify EMS prior to their arrival if they will be attending to or transporting a resident with suspected COVID disease. Emergency responders may not stop for screening due to urgency, however every attempt to screen should be made, as available. If EMS personnel are not wearing PPE, ask them to don PPE with the exception of requesting them to apply N95 masks.

**Residents must be free from symptoms for 72 consecutive hours prior to being removed from self-isolation.**

### **PPE Preservation**

- Please refer to the PPE Preservation Protocol best practices for preserving PPE
- PPE is to be used by each team member for any resident in self-isolation
- Efforts to obtain PPE from state and local health departments must be emailed to the COVID response team immediately.

\*\*Please be aware of updated screening logs provided to the community which includes:

- Health care providers sign-in logs to date from other communities they have visited
- Travel restrictions from NY, NJ and CT for communities in FL and MD only

### **Essential Health Care Personnel:**

- Only essential health care personnel are permitted into the community.
- Optimize the use of Tele Health or SKYPE visits for physician visits with communities
- Any individuals that are not essential to the current health care needs of the residents are not permitted to enter the community.



Solutions Advisors Group