

April 27, 2020

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:

Limiting Community Access

Keep the front door locked to control access to the community and to ensure proper screening is occurring. Team members waiting to be screened for their shift should physically distance 6 feet apart.

****This includes when a resident is readmitted back to the community from another healthcare facility. They should be met at the door and the care of the resident taken over by our healthcare personnel.****

The only exceptions are:

- 1) EMS responding to a resident emergency
- 2) If EMS is required via stretcher transfer for the safe admission or readmission of the resident (and they should be screened first).

Masks

All community team members are to wear CE or Surgical face masks at all times, except for the situations described below.

All residents are to wear face masks if they leave their apartment for any reason.

- All communities that have **known positive COVID-19 cases** should implement the following:
 - All team members must wear the re-useable KN95 masks at all times
 - Residents must wear re-useable KN95 masks during ADL support care and with close face to face contact.
 - *Refer to Attached KN95 washing and disinfecting protocol*
- As states begin to "reopen" - **currently TN, GA, and TX but this will change over time**- AL & MC communities in states where self-isolation restrictions have been lifted will:
 - Provide all residents with their own re-useable KN95 mask to be maintained in their apartment
 - Residents are to wear KN95 masks during ADL support care and with close face to face contact.

- *Refer to attached KN95 washing and disinfecting protocol*
- **Reminder:** All other communities are to utilize N95s and KN95 masks only when caring for a resident in isolation or showing possible COVID-19 symptoms and receiving nebulizer or aerosolizing treatments. Otherwise you should be wearing the CE or Surgical masks at all times.
- Infection Control-Cohort Plan
 - All communities must develop a Cohort plan for residents who are isolating in the community with known positive COVID-19 disease, COVID-19 symptoms or have a potential exposure to COVID-19.
 - The cohort plan must include the process and needed plan for implementation for designating team members to care for residents who are in cohort areas related to COVID-19.
- Infection Control-Meal Service
 - When meals are delivered, gloves are to be changed before entering each individual resident apartment
 - Hand sanitizer should be on meal service delivery cart and hands should be washed before and after entering each resident apartment to deliver a meal.
 - When refreshment cart is being passed with snacks, gloves should be changed when handing a refreshment to each individual resident.
 - Hand sanitizer should be available on the refreshment cart and hands should be washed before and after each resident receives a snack
- Resident and Team member Screening Logs
 - If a resident responds “yes” to a screening question and it is believed to be due to a chronic or on-going issue, notate this on the screening log and place the resident on isolation utilizing the individualized screening tool until discussed with a member of the COVID-19 response team.

Resident Move-Ins to Valeo Neighborhood Update:

- Residents are permitted to move into a Valeo neighborhood or into an all Valeo memory care community if there have been no known cases of COVID-19 by any residents living in the community.
- Residents who require being transferred from the AL or IL community into the Valeo neighborhood will be permitted if there has not been a positive case of COVID-19 in the neighborhood.

Resident Move-Outs

- The same process is in place when moving a resident out of the community as when moving a resident into the community
- Residents are permitted to have one family present to assist with moving out
- Residents family member and movers, if present, must be screened prior to moving items out of the resident apartment
- Moving company should be informed prior to move that movers will be screened and to provide the least number of movers possible for the move.



Solutions Advisors Group

Family member and movers are to not access any common areas of the community.