



The health and wellness of our residents and team members remains our number one priority. Radiant Senior Living, and our communities, have been implementing extra precautions since the first reports of confirmed Coronavirus cases in the United States. We are following the guidance of the Centers of Disease Control (CDC) and state guidelines in each of our locations.

### **Community Response to COVID-19:**

- We have detailed and specific plans in place for a wide range of emergencies and illnesses like this. Our staff is trained in infection control practices and we follow these protocols each and every day. We have made sure additional training has been conducted with all our staff.
- We are discontinuing public outings and public events at this time.
- We are discontinuing group activities at this time.
- We are discontinuing communal dining at this time.
- Medical appointments will not be disrupted.
- We are restricting visitation to medical personnel only.
- All who enter our communities will be screened by a community employee.
- All visitors must sign in, sharing their contact information, agreement to policies regarding COVID-19, and confirmation of absence of risk factors.

### **Screenings Include:**

- Identifying signs or symptoms of a respiratory infection – fever, sore throat, cough, or shortness of breath.
- Identifying contact, within the last 14 days, with someone with a confirmed diagnosis of COVID-19, or under investigation of COVID-19.
- Identifying travel to locations with sustained community transmission within the last 14 days, or contact with similar persons.

### **If a Confirmed Case Were to Occur:**

If a confirmed case of COVID-19 were to occur within one of our communities, we will continue to act in full compliance with local and state health authorities as well as the CDC. We will follow guidelines to decrease chances for exposure.

### **Visitor Protocol:**

We are following Centers of Medicare & Medicaid Services (CMS) guidelines and restricting all visitors to medical personnel only.

### **Virtual Visits:**

We understand the desire to connect with loved ones during this time. We are following these guidelines in order to help keep our staff and residents safe. We have set up technology to help keep our residents connected to loved ones such as Skype, FaceTime, or phone calls. Please connect with the community staff to set up a virtual visit with a loved one.



### **Going Forward:**

As we navigate this challenge, we remain focused on providing exceptional care and service for our residents. This includes sharing regular updates and information and taking any precautions required to limit the spread of illness or misinformation. We are thankful to our care staff and care partners in their efforts to provide the best in care and comfort for our residents.

We are confident in the guidelines set forth by the CDC and our local Department of Health. We encourage the local community to be proactive in preventing the spread of disease, but to avoid unsubstantiated rumors. For more information, please visit: [https://www.cdc.gov/?mc\\_cid=ab223b0f90&mc\\_eid=a54bab434e](https://www.cdc.gov/?mc_cid=ab223b0f90&mc_eid=a54bab434e)

### **For Updates:**

For questions please connect with the Executive Director of our communities.

We will also continue to provide updates on our Facebook pages. Please visit our [Facebook page](#) or the Facebook page of one of our Radiant communities.

Thank you for your understanding with extra protocols at this time and for being diligent about your own response to this virus. To read our tips on preventing the spread of illnesses, visit: <http://blog.radiantseniorliving.com/preventing-the-spread-of-illnesses/>