

# FAQs



We understand concerns about coronavirus (COVID-19) and its potential risk to seniors. In response to these unprecedented challenges, Discovery Senior Living has developed a comprehensive action plan of enhanced operating procedures and protocols for each of our communities. We are taking every possible measure to ensure the safety of residents, Team Members and all our visitors while providing as high-quality lifestyle as is possible. Our enhanced procedures and team member training is well underway and we've created this simple FAQ to hopefully answer all of your questions.

## **What are you doing to take extra precautions when visitors come to our community?**

### **Entering A Community**

- All ALF/MC and Skilled Nursing communities are prohibited to have visitors other than Healthcare Aides, Hospice and End of Life Visitation. In addition, only Essential Service Vendors/Repairman are allowed entry.
- All ILF/Sr. Apartment Communities are allowed visitors and vendors who comply with the Enhanced Screening Process

### **Enhanced Screening Process**

- Every person entering the community must register by using our electronic Accushield device or directly with the Concierge.

- Front desk will either have an attendant or protocols in place to ensure compliance of all guests registering.
- Every person entering community will be required to use the hand sanitizer station set up at the front desk. Hand sanitizing stations use Purell® or a similar product with a minimum of 60% Ethyl Alcohol, meeting CDC Guidelines.
- For all visitors, including vendors, a nine-question questionnaire will be given consisting of specific questions related to travel, contact with others and current personal health experiences.

*Depending on answers, community management has been trained on course of action(s) to take.*

- For all visitors, a visual assessment by a Team Member will occur looking specifically for any symptoms as outlined by the CDC.
- In addition to the above for all AL/MC and Skilled Nursing Communities, any allowed persons entering the community will have their temperature taken using a touchless wand thermometer.

### ***How are you sanitizing the community?***

#### **Enhanced Community Sanitizing and Additional Cleaning Frequency**

- Additional touch-free standing hand sanitizing stations and individual bottled sanitizers using Purell® or a similar product with a minimum of 60% Ethyl Alcohol, meeting CDC Guidelines, will be stationed at front entry and outside common area spaces, such as dining rooms, bistros/bars, activity rooms, fitness centers, card rooms, and the like.
- Clubhouse spaces, including doors and handrails, have additional cleaning protocols scheduled at increased frequencies using approved sanitizing solutions. Trash containers are being emptied more frequently in all areas of the community.

### ***What protocols are Team Members required to complete, if any, before working in the community?***

#### **Team Members**

- Team Members are required to sanitize hands at the beginning (before entering the community) and end of every shift using Purell®

or a similar product with a minimum of 60% Ethyl Alcohol, meeting CDC guidelines. In addition, they have been educated on frequency of use and handwashing protocols and are encouraged to do so throughout their shift.

- All Team Members are answering questions regarding potential travel to infected areas or exposure to the coronavirus (COVID-19), whether they have been on a cruise or traveled internationally, as well as current personal health experiences. This occurs at the start of every shift.
- Team Members are required to announce to management any changes in health condition. Based upon assessment, they will be instructed to not report to work until they are “cleared.”
- Team Members have attended in-service training for our new community enhanced protocols.

### ***What about new residents moving in or current residents returning from a hospital or rehab stay?***

#### **Accepting New Residents and Returning Residents**

- Discovery Senior Living has created a specific “questionnaire” and enhanced screening will be done for new residents prior to moving into a Senior Apartment, Independent Living, Personal Care, Assisted Living, Memory Care, or Skilled Nursing apartment home and will also be given to any current residents returning to the community after a hospital stay, rehab stay or length of time away from the community.

*Based on outcomes of the questionnaire, residents will be denied an immediate move in.*

- For assisted living, memory care or skilled nursing, when a new resident becomes a member of our community, we have developed special “move in” protocols for movers which also limits exposure within the community.

*Family members are allowed to accompany residents to their rooms and stay with them for the day. We will sanitize the room before and after their items are moved and also provide in-room dining for all parties, as to limit visitor movement about the community.*

### **Given the direction to have residents assemble in small groups, how are you handling dining services?**

#### **Dining Services**

- In all Discovery communities we are allowing every Resident to choose their customized method of meal service, including free delivery of In-Room Dining, Packaging of “To-Go” meals or traditional Dining Room meal experience.

*If a traditional Dining Room meal is chosen, special emphasis is being paid to “social distancing” with multiple “seating” extended dining hours and the removal of a number of table tops in the dining area. In addition, special sanitization protocols are being used, including: removal of high-touch items, such as*

*condiments, wrapping of silverware, and the use of disposable goods wherever possible.*

### **My family member has doctor appointments, are you still providing transportation services?**

#### **Transportation Services**

Yes, we are continuing transportation services for essential activities including:

- AL/MC/SN Communities – Essential Transportation Services include trips to medical appointments and the pharmacy.
- ILF & Sr. Apartment Communities – Essential Transportation Services include trips to doctor appointments, pharmacy and grocery stores.
- All transportation will be on a scheduled basis with an emphasis on traveling in small groups and social distancing.
- Transportation Protocols include:
  - Pre-Sanitization of Vehicle
  - Mandatory Hand Sanitization of all Passengers upon boarding of vehicle
  - Mandatory Hand Sanitization of all Passengers upon departure of vehicle
  - Post-Sanitization of Vehicle

### **What are you doing to minimize group activities but still keep my loved one engaged?**

#### **Activities**

- As we build new activities and

events calendars, we are limiting the frequency of group activities, maintaining social distancing in any small group environments and we are utilizing other creative ideas to keep our residents busy and active

- Some activities include:

*Getting outdoors where weather permits and also taking scenic bus drives whereby residents remain on the bus and are appropriately distanced in bus seating.*

*Utilizing technology and developing virtual activities for: exercise classes, sightseeing, lectures, travel destinations, Broadway shows, museum and zoo visits, documentaries and other fun and interesting events.*

### **If I can't visit my loved one in Assisted Living, Memory Care or Skilled Nursing, how can I communicate or see them beyond a phone call?**

#### **Communication**

- Each community has a dedicated communications iPad so family members can communicate via Skype with their loved ones.
- Family members can contact the community directly to set up a time to Skype.
- A Team Member will manage the entire process making it seamless and easy for your loved ones.
- If you or your family member has the capability to FaceTime and your loved one needs assistance, call

us and we will be glad to help you connect with them.

### **What are you going to do if someone in the community is diagnosed with COVID-19?**

#### **Planning Ahead**

- In the unfortunate event a resident has tested positive, the resident will be quarantined in their apartment and all current CDC guidelines will be followed.
- Communities have already been supplied essential items in "Resident Care Packs" for compliance with our quarantine guidelines and protocols.
- Communities are continually ordering and re-supplying essential items in "Resident Care Packs" for compliance with our quarantine guidelines and protocols.