

General Questions:



WHAT IS CORONAVIRUS?

A: COVID-19 is a highly infectious respiratory disease caused by a new coronavirus. The disease was discovered in China in December 2019 and is spreading globally including the United States. The virus has been named "SARS-CoV-2" and the disease it causes has been named "Coronavirus disease 2019" abbreviated COVID19.



HOW DOES THE VIRUS SPREAD?

A: This virus was first detected in Wuhan City, Hubei Province, China. The first infections were linked to a live animal market, but the virus is now spreading from person-to-person. It's important to note that person-to-person spread can happen on a continuum. Some viruses are highly contagious (like measles), while other viruses are less so. The virus that causes COVID-19 seems to be spreading easily and sustainably in the community ("community spread") in some affected geographic areas. Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

*Source: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>



HOW CAN I PROTECT MYSELF?

A: Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth with unwashed hands. Avoid close contact with people who are sick. Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk for getting very sick.

*Source: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>



HOW DO I PROTECT OTHERS?

A: Stay home if you are sick, except to get medical care. Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol. If you are sick, you should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room. If you are NOT sick, you do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.

*Source: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>



HOW SHOULD I CLEAN AND DISINFECT AT HOME?

A: Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.



WHAT SHOULD I USE TO DISINFECT AT HOME?

A: Most common EPA-registered household disinfectants will work. Use disinfectants appropriate for the surface or diluting your household bleach. To make a bleach solution, mix: 5 tablespoons (1/3rd cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted. If you use Alcohol solutions, ensure solution has at least 70% alcohol.

*Source: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>



WHAT ARE THE SYMPTOMS AND COMPLICATIONS THAT COVID-19 CAN CAUSE?

A: Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever cough, and difficulty breathing.

Questions for our Harmony Families, Residents, and Associates:



I HAVE TRAVELED INTERNATIONALLY AND/OR TO CURRENT CORONAVIRUS HOT ZONES, CAN I VISIT THE COMMUNITY?

A: Based on your travel location(s) our screening process would prohibit your entry to our community. We can help you arrange a virtual visit with your loved one if desired. Please call your ED to arrange that service if needed.



I WANT TO VISIT A LOVED ONE AT A HARMONY COMMUNITY, WHAT SHOULD I EXPECT?

A: We recommend you first attempt other means to visit (phone, email, video chat) but then recommend you call your community prior to visiting. Our policies change quickly in response to this outbreak. If visitation at the community has not been restricted we would screen you as we do all visitors.



HOW WILL I BE UPDATED ABOUT CHANGES IN THE COMMUNITY RELATED TO CORONAVIRUS?

A: We update our Executive Director weekly and as needed, sometimes multiple times a day with pertinent updates and guidance. Significant changes in our policies and procedures will be sent to you in a letter form. Our website will also be updated regularly. We invite you to check it frequently at: www.HarmonySeniorServices.com.



I HAVE A LOVED ONE AT A HARMONY COMMUNITY AND THEY HAVE A SCHEDULED MEDICAL APPOINTMENT, SHOULD IT BE RESCHEDULED?

A: Most physicians are recommending rescheduling routine well visits. Some are offering a virtual or phone appointment to reduce the risk of exposure. We recommend calling the physician and following their recommendations.



I HAVE A LOVED ONE THAT IS AT THE HOSPITAL/OR REHAB CENTER. WILL THEY BE ALLOWED TO RETURN TO HARMONY?

A: At this time, we are asking that all residents that are at a separate clinical care provider obtain a "statement of health" document showing that a physician has examined the individual and that they are free of any communicable diseases. Our community can provide this form for you, and will be coordinating this effort to help bring the resident home to Harmony.



HOW HAVE DINING SERVICES BEEN IMPACTED?

A: As a continued action to protect our residents, Harmony Senior Services has temporarily restricted communal dining services for all Independent and Assisted Living residents that do not require assistance with eating. However, monitoring continues and may determine changes in the future. Changes will be communicated to families and residents as proactively as possible.



WHAT HAS BEEN DONE AT THE COMMUNITIES TO INCREASE CLEANING POLICIES AND PROCEDURES?

A: An enhanced cleaning schedule and expectation with approved anti-viral chemicals has been implemented at all communities. Handwashing protocols and universal precaution training has also been implemented and continues to be covered frequently in stand-up meetings and shift change meetings. Drop Shipments of approved chemicals continue routinely in our communities.



DO I NEED TO WORRY ABOUT MY LOVED ONE'S MEDICINE SUPPLY?

A: Harmony has not been made aware of any medicine shortages. However, our services include storage and administration of medicine. If concerns arise, they would come from your pharmacy or physician. We will follow their orders and recommendations.



HOW HAS THE COMMUNITY'S ACTIVITIES SCHEDULE BEEN IMPACTED?

A: Community events that would increase risk due to participation with outside sources including visitors, vendors or volunteers have been suspended. We are also restructuring activities programs for current residents into smaller groups and will postpone all scheduled community outings and trips to future dates with the exception of necessary medical transportation and scenic drives. In addition, we are providing resources for virtual shopping and virtual communication with friends and families to lessen the interruption to our residents.