

Taking care during challenging times....



Direction by Emergency Response Team

Inspired Living created an Interdisciplinary Emergency Response Team which meets daily, 7 days a week, to disseminate updates, provide recommendations and guidance to Inspired Living community leaders. This information is disseminated via conference calls, emails and our website. These leaders share recommendations with residents, families, visitors and associates.

Taking care to communicate

Communication to our community leaders, associates, and families is essential in ensuring consistent execution. We have an "ALL CALL" with our Executive Directors, Healthcare Directors, Regional and Corporate support team members weekly. We provide as needed daily updates after each Emergency Response Team meeting to support our community teams. We have a media inquiry email (communications@inspiredliving.care) that is managed by a team at the support center to ensure that community leadership can focus on their residents and associates during this time.

Taking care of moms and dads and our families

Executive Directors are given talking points for communicating via calls and text systems on changes that will impact residents and families. Community events which could increase risk with participation from outside sources including visitors, vendors or volunteers have been rescheduled. 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. We are also providing resources for virtual shopping and virtual communication with friends and families to lessen the interruption to our residents.

Taking care of our associates and their families

We have created and updated policies to help inform and protect our staff in regards to the Coronavirus. We have provided training on infectious disease protocol, influenza protocol, and released updated emergency preparedness policies and procedures for the Coronavirus. These tools educate our associates on how to stay safe, how to recognize symptoms, and what to do in the case of suspected symptoms in themselves, family members, visitors, vendors, and our residents. We are exploring options with organizations such as churches to be able to offer daycare in the event our associates are impacted by school closings or need child care in order to be available to serve our moms and dads.

Taking care of providers and vendors

We use Accushield for screening visitors and confirm receipt of required credentials from third-party healthcare providers and other vendors. We have invested in this system in order to enhance security and verify vendors have proof of a criminal background check, sufficient liability insurance, negative TB, proper training. This system allows us to screen visitors for Coronavirus related symptoms. We have communicated our policies and restrictions on visitation to our providers and vendors. We have also leveraged our partnership with our national vendors to ensure we have sufficient supplies for our communities.

Taking care of our community at large

We are in contact with the Health Department in states where we operate and are following recommended protocols for prevention and reporting symptoms. We will continue to partner and communicate with these resources as this outbreak evolves.