



October 2, 2020

### **Covid-19 Response Update**

We are committed in continual communication regarding the status of our policies and procedures for Covid-19. Our community Facebook page is updated regularly with information. As policies are updated, we also edit our website's emergency response banners with up-to-date information.

Arbors Memory Care remains Covid-19 free and remains committed to the health and wellness of our residents and team members. We are pleased to have the opportunity to welcome families for scheduled "beyond the fence" outdoor visits.

After an outbreak of Covid-19 within our community, at the end of July, The Nevada Department of Health and Human Services, under the direction of the Nevada Chief Medical Officer, declared Arbors Memory Care as a Covid-19 recovered community. To receive the recovered status, all residents and staff received two negative test results with no new cases during the month of July.

September 9<sup>th</sup> there was an isolated positive case with a team member that has since been able to return to work. No others were found to have contracted Covid-19 in further testing.

### **Covid Prevention**

As the number of Covid-19 cases increases in Nevada and around the country, we must always remain vigilant in our efforts to help prevent the development and transmission of the disease and infection in our community.

Our building has been reconfigured to accommodate Transition Suites with designated staff for new residents upon move-in and for those current residents returning from the hospital. New move ins will receive our excellent care, meals, and individualized engagement activities in the Transition Suite for 14 days prior to moving to their permanent apartment. Additional apartments have been reserved for any resident should they become symptomatic.

### **Our staff continues to follow national, state, and local health guidelines. A summary of those efforts:**

- We have detailed and specific plans in place for a wide range of emergencies and illnesses. Our staff is trained in infection control practices and we follow these protocols every day. We have made sure additional training has been conducted with all our staff and that policies reflect up-to-date information provided by the CDC.
- We discontinued public outings and events since mid-March and continue to do so.
- Group activities were discontinued where social distancing could not reasonably be maintained, but individual resident engagement activities continue.



- Cleaning procedures increased. We have also purchased and implemented the use of the Bioesque's Botanical Disinfectant Solution and Victory Innovations Electrostatic Sprayer—a combination that can be safely used on all surfaces that kills Coronavirus.
- Medical appointments are continuing, and telehealth was implemented where appropriate. Residents will be given masks when they go to doctors' appointments and families are required to wear masks and bring the resident directly back to the Arbors to mitigate any exposure to Covid.
- We have restricted visitation within our building to essential medical personnel since mid-March and continue to do so.
  - Nevada remains under Phase 2 directives including current visitation restrictions, as imposed by Governor Sisolak on March 11, 2020. Only medically necessary professionals have access to residents for medical evaluation and ongoing care.
  - Effective Friday, July 10 at Midnight, several Phase 2 reopening opportunities have been reversed, further emphasizing that the risk has never been higher. Social distancing, hand washing, wearing a mask and stay at home measures must be followed.
  - Governor Sisolak's most current statement regarding Phase 3 is as follows: ***"Before expanding our reopening and entering into Phase 3, we must continue to allow ourselves the time to evaluate this new medical information along with the impact of reopening to make sure we're doing all we can to protect ourselves and the capacity of our health care system to respond to the virus."***
- Window and outdoor visitation opportunities are currently being limited to meet the local regulatory guidelines.
- All who enter our communities are temperature screened by a temporal thermometer and must affirm a series of necessary questions in regard to COVID-19 risk factors, attesting they have no signs nor symptoms, and have not traveled to an area of outbreak. All essential medical personnel must sign in, sharing their contact information and agreement to policies regarding COVID-19. To prevent the spread of illness, all essential visitors are then taken directly to the resident and also escorted out of the community, once the visit is complete.
- Arbors currently has all necessary PPE to keep our residents and staff safe, including N95 Masks and protective eyewear. All our staff are supplied with sterilized N95 masks prior to each shift.

#### Visitor Protocol:

We appreciate your understanding currently while we only allow approved visitors inside our communities' buildings. Depending on local regulations outdoor "beyond the fence" and virtual visits are being scheduled at our community. We encourage you to reach out to our team about current regulations regarding visitors.



We understand the desire of our family members to want to connect with their loved ones in a meaningful way during this unprecedented time. We are working diligently to safely allow visitation opportunities with our residents. As the weather changes, we are looking for ways to continue in-person visitation opportunities with guidance from local health authorities.

Visitors are screened prior to entry in the community and must limit contact within community, practice frequent hand hygiene, use appropriate PPE such as masks, and follow any additional direction provided by community staff members.

Screenings for Employees and Visitors Include:

- Confirmation that visitor is clear of symptoms of Covid-19, including fever, cough, or shortness of breath, sore throat, chills, repeated shaking with chills, muscle pain, headache, diarrhea, nausea, vomiting, loss of taste or smell.
- Affirmation that visitor has not received a positive Covid test within 10 days prior to visit.
- Confirmation that visitor has not been exposed to someone with Covid-19 within 14 days of visit.
- Confirmation that visitor has not traveled outside local area within 14 days of visit.

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

If a confirmed case of COVID-19 were to occur within our community, we will notify our residents along with their emergency contact, as well as 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.

#### **Scheduled Visits:**

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

Open window visits and outdoor visits as local health authorities allow. Please contact the community for the status of these type of visits and to learn how to schedule your visit.

#### **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:**

We continue to provide updates on our Facebook page. Please visit our Facebook page or the Facebook page of one of our Radiant communities. For questions, please connect with the Executive Director of the Community.

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/>