

Family First:

Our Response to  
COVID-19



# TABLE OF CONTENTS

<b>Introduction .....</b>	<b>4</b>	<b>Proactive, Transparent Communication .....</b>	<b>13</b>
<b>Responding to COVID-19: Our First Steps.....</b>	<b>5</b>	<ul style="list-style-type: none"><li>• Regroup Text and Email Notification Application</li><li>• FamilyPulse Health Tracking Application</li><li>• Family Call Program</li></ul>	
<b>Infection Control and Prevention .....</b>	<b>6</b>	<b>Touring a Trilogy Senior Living Community.....</b>	<b>15</b>
<ul style="list-style-type: none"><li>• The Trilogy SHIELD</li><li>• Investments in Infection Prevention</li><li>• Campus Zones</li><li>• A Proactive Approach to Testing</li><li>• Our Screening Process</li><li>• Telehealth Services</li></ul>		<ul style="list-style-type: none"><li>• Virtual Tours</li><li>• In-Person Tours</li></ul>	
<b>Life at a Trilogy Senior Living Community.....</b>	<b>10</b>	<b>Moving into a Trilogy Senior Living Community ....</b>	<b>16</b>
<ul style="list-style-type: none"><li>• Life Enrichment Activities</li><li>• Culinary Services</li></ul>		<ul style="list-style-type: none"><li>• Transition Process</li><li>• Resident Support</li></ul>	
<b>Visiting a Trilogy Senior Living Community .....</b>	<b>12</b>	<b>Caring for Our Employees .....</b>	<b>17</b>
<ul style="list-style-type: none"><li>• Virtual Visits</li><li>• Window Visits</li><li>• Campus Parades</li><li>• Outdoor Visits</li><li>• Indoor Visits</li></ul>		<ul style="list-style-type: none"><li>• Employee Training</li><li>• The Trilogy Foundation</li><li>• TrilogyFIT</li></ul>	
		<b>Looking to the Future .....</b>	<b>19</b>
		<ul style="list-style-type: none"><li>• A COVID-19 Vaccine</li></ul>	

# INTRODUCTION

As a place where family comes to live, we at Trilogy always put our family first. Today, that means working tirelessly to protect our family from the threat of COVID-19 – a virus that is acutely dangerous to the seniors we serve.

Thankfully, we have been able to rely on the experience of our leadership team, and the servant hearts of over 15,000 Trilogy team members. Together, we have developed a response to the virus that ensures we deliver both clinical excellence and compassionate care.

We designed this guide for you, our families, residents, and community members, so that you can review our response in detail. Here, you'll find information on everything from our infection control practices to our visitation guidelines, our approach to the COVID-19 vaccine, and how we are striving to keep our residents engaged and fulfilled, especially during these unprecedented times.

We are honored to have the trust of thousands of families across the Midwest, and we know that transparency is how we keep that trust. We hope you find this information helpful and informative. It's an honor to serve you!

# RESPONDING TO COVID-19: OUR FIRST STEPS

As soon as COVID-19 began to make its way across the country, our team acted swiftly to respond to the threat of the virus. Our actions included:

- **Forming a COVID-19 Task Force**
  - Comprised of senior leaders from across departments, the focus of this task force is to support our campus teams across the Midwest.
- **Suspending group outings and activities**
  - Residents have also been encouraged to only leave the campus for essential medical appointments to decrease their chances of being exposed to COVID-19.
- **Restricting visitors to our communities**
  - This decision was made based on guidance from the CDC, CMS, and our state and local officials. Learn more about our current visitation policies on page 12.
- **Establishing a screening process at every Trilogy Senior Living Community**
  - Every person entering our campuses is screened for signs and symptoms of COVID-19. Learn about our autonomous screening platform, Care.ai on page 9.
- **Enhanced training for all employees**
  - All employees were provided a refresher on our existing infection control training. In addition to this training, supplemental trainings were rolled out to enhance their knowledge of proper PPE use, disinfection practices and more.
- **Partnering with community health departments and officials**
  - Our teams regularly communicate with our local health departments and well as federal, state and local officials to ensure we are in compliance with the latest guidance as it pertains to COVID-19.
- **Publishing our COVID-19 data on our website.**
  - We are proud that we were one of the first providers to publicly publish our campus' COVID-19 statistics on our website.

# INFECTION CONTROL AND PREVENTION

Infection control and prevention are at the center of our response to COVID-19. In every Trilogy Senior Living Community, you will find multiple layers of preventative measures designed to mitigate the spread of the virus and keep our residents, employees, and family members safe.



## **The Trilogy SHIELD**

### *Cutting-Edge Cleaning Technologies*

Through our relationship with the 3M Commercial Solutions Division, each of our senior living communities now have access to the highest quality disinfection tools available in our industry – capable of identifying and eliminating pathogens in a matter of minutes.

### *Cleaner Than Ever Before*

We're proud to use 40-A, a solution that has been tested and recognized by the EPA to kill COVID-19 when used in accordance with the manufacturer's guidelines. Whether it's the doorknobs or light switches in our residents' suites that they never think about, our team disinfects high touch surfaces a minimum of twice daily to combat the highest potential sources for infection in our residents' home.

### *The Future of Infection Prevention*

Trilogy is currently piloting 3M Clean Trace™ technology, Cold Plasma Air Purification, in-room UV-C Sanitization, and bi-polar ionization. Combined with our current disinfection measures, these programs will help to ensure we're equipped to battle the viruses of today and those of the future.

## ***INVESTED IN INFECTION PREVENTION***



**\$6.5 million+** invested in PPE (*including, but not limited to, KN-95 masks, surgical masks and gowns*)



**5.3 million+** PPE  
(*KN-95 masks, surgical masks and gowns*)



**17,000+** gallons of hand sanitizer



**\$176,787+** in 3M hospital-grade cleaning supplies



**54k+** full campus disinfections

*\*Statistics as of September 2020*

## Trilogy Campus Zones

For our residents' protection, we have divided the interiors of our campuses into three different zones. These zones help us ensure that if the virus enters a campus, we can mitigate its spread and abide by quarantine guidance, all while supporting the individual needs of the seniors we serve.

### **GREEN ZONE**

Residents who are not experiencing any symptoms of COVID-19

### **YELLOW ZONE**

Residents who are experiencing symptoms of COVID-19. New admissions to our campus also stay in our Yellow Zone for 14 days to ensure that they are negative for the virus.

### **RED ZONE**

If a campus has a significant number of COVID-19 positive residents, we establish a Red Zone. This zone is completely quarantined from the rest of our campus. A dedicated team of staff members provide care and support in this zone.

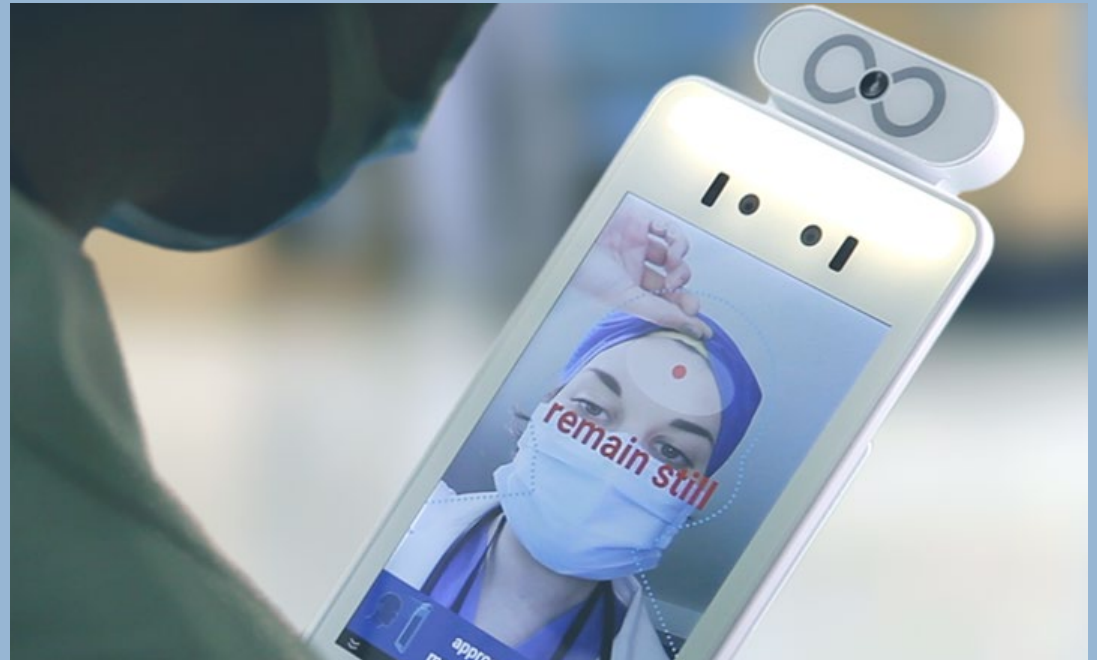
## A Proactive Approach to Testing

Frequent testing is one of the best ways we can fight COVID-19. All of our employees and residents are tested regularly, and any employee or resident who has signs or symptoms is immediately tested. If an employee is showing signs or symptoms of the virus or tests positive, they are immediately taken off the work schedule.

## Our Screening Process

Every person who enters a Trilogy Senior Living Community is screened for signs and symptoms of COVID-19. Our autonomous, A.I. powered screening application, Care.ai, helps us perform fast, contactless screenings of employees, essential vendors, visitors and others. Visitors and employees can complete their screening questions before they enter our campus or on-site, where the device will register their individual QR code, take their temperature, and clear them for entry.

care.ai™



## Telehealth Services

Our telehealth services can meet a wide range of our residents' clinical and personal needs, including:

- Contactless therapy services provided by Paragon Rehabilitation
- Virtual appointments with their doctors and other medical professionals
- Video calls with family members

# LIFE AT A TRILOGY SENIOR LIVING COMMUNITY

While protecting our residents from COVID-19 is of the utmost importance to our team, so is filling their days with moments that bring them joy. Throughout the pandemic, our Life Enrichment and Culinary Services teams have pioneered creative ways to keep our residents engaged and nourished, both physically and mentally.

## **Life Enrichment Offerings**

Even when staying safe means staying apart, we offer our residents ways to connect with their friends and neighbors, pursue their interests, and most importantly, have fun. We're proud to offer:

- Over 95 socially-distanced activities, ranging from artistic endeavors to exercise programs, spiritual pursuits, music programming and more.
- Video chat applications like FaceTime, Zoom, Google Duo and OneDay
- SeniorTV streaming services
- Indoor and outdoor visits as regulations allow
- Hallway Happy Hours
- Theme Weeks: Weeklong celebrations encompassing activities, food and more based on a theme



## Culinary Services

Just because we can't gather around a table, that doesn't mean our residents can't enjoy a delicious, home-cooked meal. Our campuses can adapt the way we dine based on guidance at the time, so our residents can still get the nutrition they need and the flavors they love. We're proud to offer:

- Home-cooked meals delivered directly to residents' rooms when needed
- Communal dining in states where restrictions allow
- Snack and beverage cart deliveries between meals
- Flavors from local restaurants through our Taste of the Town program



# VISITING A TRILOGY SENIOR LIVING COMMUNITY

Perhaps nothing has been more difficult for our residents and families than the restrictions that have been placed on campus visits. We know that it is vitally important for our residents to be able to connect with their loved ones, so we offer a variety of ways for them to do just that – even if guidance prevents in-person visits.

## **Virtual Visits**

We offer virtual visit options through applications like Zoom, FaceTime, Google Duo, and OneDay.

## **Window Visits**

Family members can visit their loved ones through scheduled window visits.

## **Campus Parades**

Many of our campuses have hosted parades for our residents. Families can decorate their cars, bring signs, and throw their loved one a mobile party!

## **Outdoor Visits**

As our states allow, we have the ability to host outdoor visits at our campuses.

## **Indoor Visits**

As our states allow, we can host indoor visits at our campuses.

## **Essential Family Caregiver Visits**

- In states where guidance permits, we allow Essential Family Caregivers to visit their loved one to provide companionship and/or assist with activities requiring one-on-one direction.
- Essential Family Caregivers must meet certain requirements set forth by state health departments.
- Click [HERE](#) for Indiana guidance
- Click [HERE](#) for Michigan guidance

# PROACTIVE, TRANSPARENT COMMUNICATION

In a COVID-19 world, there is only one constant – change. This is why we're so passionate about proactively communicating with families who have a loved one living with us. We know that you have enough worries as it is, so we're here to provide you with peace of mind any way we can.

## **Regroup Text and Email Notifications**

Every day, we send text and email notifications to our residents' representatives that provide their campus' COVID-19 statistics, along with the campus' response to the virus. We also utilize Regroup to communicate:

- Changes to our visitation policy
- Updates on state and local guidance
- COVID-19 vaccine developments
- Notifications for positive COVID-19 cases at our campus

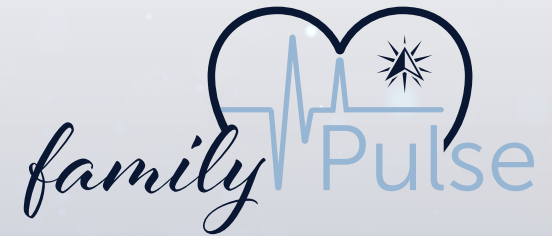




## FamilyPulse Health Tracking Application

We are excited to launch our FamilyPulse application, which will allow our families to stay updated on their loved one's health and wellbeing every day. Our FamilyPulse app provides statistics on the following:

- Vital statistics including blood pressure and body temperature
- Activities of daily living (*bathing, toileting*)
- Meals and nutrition
- Life Enrichment activities



## Family Call Program

It's always been our standard to regularly contact our families via phone. Through our Family Call program, you can expect to receive updates on your loved one and the situation at our campus.

# TOURING A TRILOGY SENIOR LIVING COMMUNITY

Our sales teams work on your schedule and can provide you with touring options that abide by official guidance and your current comfort level. Those who want to explore a Trilogy Senior Living Community have several options:

## **Virtual Tours**

We're happy to provide you a custom, virtual tour of a campus any time you like. Through our OneDay video app, we can show you around the campus grounds, answer your questions, and even introduce you to campus team members.

## **In-Person Tours**

As our states allow, our team can also welcome you into our campuses for an in-person tour. Of course, all tours are conducted according to guidance from the CDC, CMS, and state and local officials. We are sure to:

- Screen all participants before entry
- Practice social distancing
- Provide all present with appropriate PPE
- Limit tours to specific areas of the campus

# MOVING INTO A TRILOGY SENIOR LIVING COMMUNITY

The world has changed, but our mission hasn't. Our move-in process is designed to ensure a smooth transition for our new residents and prevent the potential spread of COVID-19.

- New admissions to our campus will be asked to quarantine in a private suite for 14 days.
- Chef-prepared meals will be delivered to their suite
- Mobile activities will be provided to keep them engaged
- Staff members will provide personalized care multiple times per day
- Residents may also communicate with their loved ones by using FaceTime, Zoom, Google Duo, or any of our video chat applications.

# CARING FOR OUR EMPLOYEES

We believe in caring for our employees as they care for others, especially now. Our healthcare heroes participate in industry-leading training programs, are provided appropriate PPE, and have access to a wide range of resources to support their physical and mental well-being.

## **Employee Trainings Include:**

- Infection Preventionist training certified by the CDC
- CMS Targeted COVID-19 Training for Frontline Nursing Home Staff & Management

## **The Trilogy Foundation**

Our non-profit was formed to support employees in times of inspiration and desperation. Through the Trilogy Foundation, our team members have access to:

- Emergency Financial Assistance
- Trilogy WeeCare Discount Childcare Program
- Marketplace Chaplains Counseling Services
- And much more

## TrilogyFIT

Through TrilogyFIT, we connect our employees with resources they can use to stay well, even during the most difficult times. These include:

- Anthem's LiveHealth 24/7 Nurse Line
- 5 free counseling sessions through our BeWell Employee Assistance Program
- LARK Less Stress Program for frontline employees
- Virgin Pulse Health and Wellbeing App
- And more



# LOOKING TO THE FUTURE

COVID-19 won't last forever, but we're using what we've learned today to increase our preparedness for whatever tomorrow may bring.

## **A COVID-19 Vaccine**

In partnership with our ancillary pharmacy company, PCA Pharmacy, we have created a Vaccine Preparedness initiative to coordinate a smooth and swift distribution process at each Trilogy Senior Living Community.

- During Phase 1a of vaccine distribution, Trilogy Health Services partnered with PCA Pharmacy and Walgreens to host on-site vaccination clinics at all Trilogy Senior Living Communities
- Trilogy Health Services employees are encouraged to get vaccinated if they can, and are provided education surrounding the vaccine.

*View our COVID-19 Vaccine FAQ and other resources from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) [www.trilogyhs.com/covid-19](http://www.trilogyhs.com/covid-19)*

We understand that a COVID-19 vaccine is only the first step in our journey to end the pandemic. Trilogy is dedicated to enhancing our infection prevention and control efforts as new technologies and strategies become available.

