

# Benefits of Living at The Springs Living During the COVID-19 Pandemic

At The Springs Living, we offer professional services and support that people don't have access to in their homes. You'll find daily options for your social life, access to professional services, reliable supply chains, and caring support networks. In addition, our dedicated and screened staff take care of all of the chores and ensure you have great access to chef-prepared meals. All of these features and services help keep COVID-19 out and protect the lives of those who are vulnerable, making our communities some of the safest places for older adults.

## COMMUNITY SAFETY

### **Strong supply chain**

- Reliable supply chain to ensure residents have all of the supplies they need
- On-site COVID-19 testing for residents and staff
- Environmental testing for community surfaces
- Reliable supply of essential goods, including toilet paper

## INFLUENTIAL NETWORK

### **Current and factual**

- Strong relationships and communication with state health agencies provide quick access to important information, facts and updates
- Company leaders are involved with official healthcare organizations
- Infectious disease experts as part of our leadership team

## PROFESSIONAL TEAMS

### **On site and on call**

- Healthcare teams monitoring and caring for residents
- Housekeeping with commercial-grade cleaning equipment and training to keep surfaces COVID-free
- Culinary teams take care of creating menus, cooking and serving
- Personal care professionals including hair- and nail-care, personal training, and concierge
- Tech experts to assist residents with doing video chats (Facetime, Zoom, Skype, etc) with their families

## SOCIAL LIFE

### **No one ever has to be alone**

- Even while social distancing, residents can connect with their family and friends while remaining in a safe environment
- Regular access to outdoor activities, socially distancing while engaging in group activities including Happy Hour



In addition, The Springs Living implemented many processes and protocols early in the COVID-19 pandemic including:

- Extended sick leave to employees so they would not come to work ill (or feel pressured to)
- Extended childcare to employees, so they could work and be less stressed while their kids were out of school due to Government closures
- Hero Meals for employees, to reduce their need to go into public grocery stores where COVID-19 could be present
- Symptom screening of all staff before shifts and all essential visitors to the community
- Training on the proper use of Personal Protective Equipment (PPE) including masks, gloves, gowns, etc.
- Surface testing in buildings to ensure COVID-19 is not living on commonly touched surfaces
- Commercial grade sanitation at communities
- COVID-19 testing of all individuals in an area if one person becomes ill or if they suspect symptoms or exposure
- Implementing community “Looking Glass” for safe, face-to-face visitations for residents and their families.
- Transparent updates to families and residents regarding company-wide status of COVID-19
- Hold-the-Line strategy and “Stop the Drop” movement created for employee and resident engagement in a strategy aimed for safety
- Virtual Town Hall videos produced to educate and inform public
- Collaborative strategic teams in place to plan for various COVID-19 scenarios

Taking action and introducing these policies early has proven successful in maintaining the health, safety and well-being of residents and staff.

