



COVID-19 FREQUENTLY ASKED QUESTIONS

What is Exceptional Living Centers doing to help protect residents and employees from contracting COVID-19?

We have implemented a number of measures, including but not limited to:

- Activating Emergency Preparedness and Operations teams at each of our communities
- Re-educating our teams about infectious disease policies and procedures
- Prohibiting visitors and non-essential health personnel from our communities, except in end of life situations
- Limiting travel of our corporate team members
- Directing that employees who are sick stay home
- Providing daily updates to our teams

What is Exceptional Living Centers doing if a resident or employee is showing symptoms of COVID-19?

For residents: We begin the isolation, heightened monitoring for additional clinical needs, designate dedicated staff and follow Infection Control practices per CDC guidelines.

For employees: We are following CDC guidelines and procedures for health care workers (employees). Employees who are showing symptoms are directed to mask immediately and report the Executive Director or Director of Nursing.

How is a resident evaluated for testing criteria, when the testing can be expected to occur, and what criteria must be met in order to send a resident to the hospital?

All residents are screened for COVID 19 at this time for symptoms of this virus. If a resident becomes symptomatic, then a physician evaluation will determine the testing schedule and if emergent acute care is needed otherwise our goal is to treat in place. Treating in place will reduce the risk of additional exposure. Research has proven transfer creates extreme trauma to our elderly residents and maintain consistent caregivers in a familiar environment results in better quality outcomes.

What happens when there is a positive diagnosis at an Exceptional Living Centers community?

If there is a positive COVID-19 diagnosis in an Exceptional Living Centers community, residents/designated emergency representatives will be notified by the community Executive Director.

What precautions are you taking to decrease the chances of the virus entering your communities?

To reduce the risk of exposure in our communities, we are currently restricting visitors, except for end of life situations. We are also conducting health screenings of anyone coming into the community.

In addition, we have suspended group activities and communal dining and residents remain in their room except for medically necessary purposes.



Are Exceptional Living Centers communities open for visitors?

In an effort to help prevent the spread of COVID-19, all Exceptional Living Centers communities have restricted access to visitors. We encourage FaceTime and Zoom calls in order to help reduce social isolation and loneliness.

What should your residents and employees be doing to stay safe?

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose and mouth with unwashed hands
- Wash your hands often with soap and water for a least 20 seconds
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available
- Practice social distancing

What is the transportation policy for residents within the communities?

Transportation will continue for all medically-necessary healthcare appointments to outside providers.

What are you doing to manage and answer resident and employee questions and concerns?

Exceptional Living Centers is able to answer questions through a variety of communication channels, including:

- Directly with our Executive Directors at each Exceptional Living Centers community
- Web inquiry forms
- Through social media, where each Exceptional Living Centers community has a local Facebook page and provides important information specific to that community
- Our toll-free We Care phone line: 1-855-260-2615

What is the best way to stay up-to-date on how an Exceptional Living Centers community is responding to the virus?

- Contact the Executive Director of your local community
- Check the local community social media pages
- Visit ExceptionalLivingCenters.com

Is Exceptional Living Centers conducting tours?

In an effort to prevent the spread of COVID-19, all Exceptional Living Centers communities are offering virtual tours only. You can contact your local community to request a virtual tour.

Is Exceptional Living Centers accepting move-ins?

Yes, Exceptional Living Centers is accepting move-ins, unless the specific community has been otherwise instructed by public health officials.