



## COVID-19 AND SENIOR LIVING what residents and families need to know

### Our community is taking steps to prevent and control COVID-19:

- All employees are screened for symptoms of the virus daily.
- Group activities and communal dining have been suspended.
- Staff are donning all recommended personal protective equipment.
- Staff exhibiting signs of sickness are directed to stay home.
- All residents are being closely monitored for signs and symptoms.
- Community has activated its Emergency Preparedness and Operations team.
- Staff have been re-educated about infectious disease policies and procedures.
- Community leadership has launched an internal and external communications campaign.
- Community has reviewed infection control protocol and prepared employees through information and education.

### Residents and families can stay connected in a number of ways, including:

- Send handwritten letters and cards.
- Use technology, such as video conferencing (Zoom, FaceTime), Facebook, text message, or email.
- Send an e-card: <https://exceptionallivingcenters.com/e-card>

### While several changes and limitations have been temporarily put in place because of the COVID-19 crisis, residents still have the right to:

- Receive the care and services needed to obtain their highest possible level of well-being.
- Participate in developing and implementing a person-centered plan of care that reflects personal and cultural preferences. This includes the resident's right to make decisions about their care now and in the future, such as what treatment they might want related to COVID-19.
- Be free from abuse, neglect, exploitation, and misappropriation of resident property.
- Voice grievances without discrimination or retaliation, or the fear of it, and prompt efforts by the

community to resolve those grievances.

- Not be discharged or transferred except for certain reasons, to appeal the decision, and have a safe and orderly discharge/transfer if the resident leaves the community.

## Glossary:

**Asymptomatic:** When a patient is a carrier of an illness but does not show symptoms.

**Cluster:** A collection of cases occurring in the same place at the same time.

**Cohorting:** Refers to the grouping of individuals with the same condition in the same location.

**Coronavirus disease (COVID-19):** An infectious disease caused by a new virus. It can lead to respiratory illness with symptoms such as a cough, fever, and shortness of breath. In a growing number of cases, it can be more severe than the flu, with a higher mortality rate.

**Incubation period:** The time between when an individual is first exposed to the virus and the appearance of symptoms (may range from 2-14 days).

**Isolation:** Separating sick people with a contagious disease from those who are not sick.

**Personal protective equipment (PPE):** In health care settings, PPE may include gloves, gowns, aprons, masks, respirators, goggles, and face shields.

**Social distancing:** Putting physical distance (approximately 6 feet) between yourself and other people.

**Quarantine:** Separating and restricting the movement of people exposed (or potentially exposed) to a contagious disease.