



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
- Limiting travel of our corporate team members
- Directing that employees who are sick stay home
- Providing weekly updates to our teams

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

We are following CDC guidelines and procedures to isolate residents if they are showing symptoms. Additionally, 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.

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 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
- Social media pages
- 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](https://www.ExceptionalLivingCenters.com)