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4/09/2020

11:45PM

Re: How Holbrook Life Communities are Handling COVID-19 According to Governor Brian P. Kemp's Executive Order

Dear Residents, Families and Associates:

On April 8, 2020, Governor Brian P. Kemp signed the *Executive Order to Ensure the Safety of Employees and Residents of Nursing Homes and Long-Term Care Facilities*. All provisions of the Order shall become effective for a period of twenty (20) days, beginning at 12:00 A.M. on Friday, April 10, 2020, and expiring at 11:59 P.M. on Thursday, April 30, 2020. You may review the full Order at <https://gov.georgia.gov/executive-action/executive-orders/2020-executive-orders>.

Since we first wrote to you on March 5, 2020 about a novel coronavirus known to us now as COVID-19, we immediately took action to protect the health, safety, and welfare of our residents, associates and visitors. The COVID-19 pandemic is unlike anything we've ever seen in our lifetimes and our Holbrook Life Coronavirus (COVID-19) Preparedness and Response Team continues to monitor the quickly evolving information and news regarding the spread of COVID-19,

While the COVID-19 situation remains fluid and changes rapidly, we will continue to adhere to the Centers for Disease Control and Prevention, Centers for Medicare & Medicaid Services, and Georgia Department of Public Health guidance, as well as the Governor's new Order.

As a reminder, our communities are under the following protocols and actions:

- **VISITORS** - We have suspended visits from all individuals except:
 - Medically necessary visits from healthcare professionals/workers.
 - Family member for a resident on hospice experiencing an active end-of-life situation or who are need of compassionate care.
 - Limited to one family member at a time.
 - Emergency medical and public safety personnel.
- **PRE-ENTRANCE SCREENING** - All permitted visitors must comply with the screening questionnaire, including temperature check.
 - All permitted visitors must wear a mask when inside of our communities and be free from temperatures of 99F or above and any respiratory symptoms to gain access.
- **RESIDENTS SHELTER IN PLACE** - We are strongly encouraged residents to not leave the Community for anything other than a necessary medically life-sustaining

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appointment that a physician does not recommend postponing. This is to reduce exposure to the public that hasn't been screened for signs and symptoms.

- Residents who leave the Community for any reason other than medically life-sustaining appointment will not be able to return to the Community until further notice.
- Residents who leave the Community for a medically life-sustaining appointment that a physician does not recommend postponing are subject to a rolling Well Check and are self-quarantine in their apartments.
- **RESIDENT RETURN FROM HOSPITAL OR OTHER CARE FACILITY -** Resident are placed on a Well Check and will self-quarantine in their apartments for a minimum of 5 days to monitor their COVID-19 status.
- **RESIDENT WELLBEING MONITORING –** Residents are monitored twice daily for fever, respiratory issues and symptoms of other communicable illness. Residents who present with a temperature of 99F or above, respiratory issues, or symptoms of other communicable illness are place on a Well Check and quarantine to their apartments for additional monitoring.
- **ASSOCIATE WELLBEING MONITORING –** At the start of each shift, associates complete a screening questionnaire and are monitored for fever, respiratory issues and other communicable illness. Associates are excluded from work if they present with a temperature of 99F or above, respiratory issues and other communicable illness. As an enhance measure, associates whose household members have fever, respiratory issues, COVID-19 or other communicable illness are also excluded from work.
- **ASSOCIATES WORKING AT COVID-19 POSITIVE FACILITIES-** We have excluded from work any associate who works at any healthcare facility, assisted/independent living, private home care or nursing home that has confirmed COVID-19 cases.
- **PROPER HAND HYGEINE-** Hand washing is the most effective way to reduce the spread of germs. Our associates are trained on proper hand hygiene upon hire, annually and during this COVID-19 pandemic we have discussed proper hand hygiene daily.
 - Associates were trained to wash their hands before and after a task and when their hands are visibly dirty.
 - Alcohol-based hand sanitizers may be used where soap and water are not readily accessible.
- **PERSONAL PROTECTIVE EQUIPMENT (PPE) –** We have the necessary PPE such as gloves, masks, gowns, booties, hair covers and eyewear to address the appropriate level of precaution needed to safely care for our residents. Wearing the proper PPE can greatly reduce the spread of infectious illnesses.

Holbrook

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- All associates from front desk to bedside are wearing face masks for enhanced protection.
 - Associates will wear full PPE when directly caring for a resident with respiratory symptoms.
 - Residents with respiratory symptoms will also wear a face mask when they receive direct care.
 - Associates are trained upon hire and annually on how to take on (don) and off (doff) PPE.
 - Donning and doffing of PPE has been consistently reviewed and skill checked during this COVID-19 pandemic.
 - Associates were trained to wash their hands before donning and after doffing PPE.
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- **RESIDENT MASKS** – We ask that residents wear a mask when they are out of their apartments for any reason. We will provide residents with 2 masks to be used during this time. Residents may opt to wear a cloth mask purchased by them or their loved ones.
 - **DEDICATED STAFFING MODEL** – In our Enriched and Inspired Living Neighborhoods, we have always staffed according to a dedicated staffing model. This means that each Living Partner is consistently assigned to the same group of residents when they are scheduled to work. This creates meaningful relationships, allows for a greater level of watchful care and oversight and improves quality of care.
 - **HOUSEKEEPING SERVICES** – We use EPA -registered List N disinfectants for cleaning of residential and public spaces.
 - We have increased the frequency of cleaning high touch surfaces and spaces.
 - We have suspended housekeeping services for those residents on Well Checks and/or quarantines. This is to decrease the risk of possible cross-contamination into well spaces.
 - We will provide deep housekeeping services upon completion of a Well Check or quarantine status.
 - **COVID-19 TESTING** - We will follow the CDC latest guidelines regarding testing priorities of residents who present with symptoms that may be indicative of COVID-19. We will continue to monitor our residents' symptoms and contact residents' primary care providers immediately regarding any change in status. The primary care provider will determine based on the resident's symptoms if testing is warranted.
 - **IN ROOM DINING** – Resident meals are delivered to their apartment to be enjoyed in their apartment or any approved common area space where social distancing can be maintained.
 - **SOCIAL DISTANCING** - We need the continued efforts of residents, associates and essential visitors alike to adhere to the 6ft rule. You will notice in our communities,

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markings on the floor, stanchions, verbal and visual reminders to support and encourage social distancing throughout our communities.

- **COMMUNICATION** – Each Community has established communication hubs to help residents to stay connected to family and friends. If we can be of assistance to help you or your loved one establish a line of communication through Facebook, Zoom, Skype or other social media platform please let us know how we can help. We will be happy to support.
- **STAFF ONSITE** – In order to minimize risk of outside exposure to our residents, we have purchased portable beds and toiletries for associates who elect to remain in the building.

We thank each of you for partnering with us in our measures to keep our home safe. We are in this for the long-haul and know there is hope and light at the end of the tunnel. We are doing our part to flatten the “curve” and we will continue to keep you posted on any changes to our current plan.

If you would like additional information about on our current protocols and actions, please contact your Community’s General Manager.

Hospitably Yours,

Your Holbrook Life Management Team