



COVID-19

Frequently Asked Questions

Updated 3/21/2020 at 11:00 a.m.

What is COVID-19?

COVID-19 is a respiratory illness caused by a new strain of a coronavirus called SARS-CoV-2. This outbreak started in China, but has now spread to many countries, including the United States.

What are the symptoms of COVID-19?

- ✓ Fever
- ✓ Cough
- ✓ Shortness of breath

How does COVID-19 spread?

The virus is spread from person to person through close contact and respiratory droplets that are produced when an infected person coughs or sneezes. It may be possible to get COVID-19 through contact with a contaminated surface or object; however, this is not the main way the virus spreads.

How can we prevent COVID-19 from spreading?

- ✓ Avoid close contact with people who are sick.
- ✓ Practice good respiratory and hand hygiene:
 - Cover your cough and sneezes.
 - Wash your hands often (for at least 20 seconds) and use an alcohol-based hand sanitizer of at least 60% alcohol.
- ✓ Avoid touching your eyes, nose and mouth.
- ✓ Stay home when you are sick.
- ✓ Clean and disinfect frequently-touched objects and surfaces using a regular, household cleaning spray or wipe.

What can I do to prepare at home?

The CDC has helpful tips and resources to help you plan ahead. Access the resource [here](#). Information includes:

- ✓ How to get access to household items if you have to stay home
- ✓ How to arrange childcare
- ✓ Cleaning and disinfecting

How is COVID-19 treated?

Treatment for COVID-19 is supportive care (treating the symptoms). There are no antiviral or vaccine options at this time.



When should residents call their provider?

- ✓ If they have been in close contact with a person known to have COVID-19 and have developed symptoms
- ✓ If they have recently traveled from an area with widespread or ongoing community spread of COVID-19

Will you continue to take new admissions in your skilled nursing facilities, post-acute/rehab and assisted living?

Yes, we will continue to take new admissions. Each new resident will be carefully screened before allowing the resident to enter the facility. Any symptomatic residents will be isolated upon entry, if permitted in.

Will you continue to move new residents into senior housing apartments?

Yes, we will continue to allow new residents to move into our buildings.

New residents will be strongly encouraged to limit the number of friends or family helping them move in.

New residents will be screened for symptoms and travel as soon as they enter the building.

Are employees screened?

Employees are screened for respiratory illness at the start of each shift. Additionally, employees who have traveled to the CDC's restricted countries or who have definitely been exposed to COVID-19 are required to self-isolate until cleared by Employee Health.

How are you protecting my loved one and preventing the spread of COVID-19 in the facility?

We are taking extra precautions during the COVID-19 pandemic, which we know can be life-threatening for older adults in our care. We are closely following CDC infection control protocols. Additionally:

- ✓ We are practicing what we preach, like good hand washing hygiene and routine cleaning of shared surfaces.
- ✓ If employees are sick, they are staying home. They are also screened per the guidelines above.
- ✓ We are closely monitoring residents for signs of illness. If your loved one becomes ill, rest assured, we'll notify you immediately.
- ✓ We are keeping sick residents away from healthy residents.
- ✓ Wherever possible, we are delivering meals in-room to residents and if we use common spaces, we are keeping residents at least six feet apart.

What is the visitor policy for skilled nursing facilities and assisted living?

Following recommendations by CMS (Centers for Medicare and Medicaid Services) and AHCA (the American Health Care Association), the Society is restricting visitors except for end-of-life situations. Friends and family are encouraged to communicate with their loved one remotely through phone calls, Facebook or video conferencing, or to use our virtual Send a Note feature. We know it's difficult to not see your loved one during this stressful time, but *it's one of the most effective ways to keep them safe.*

Do visitor restrictions apply to those using outpatient therapy services?

We will continue to provide services to those needing outpatient therapy.

- ✓ Each resident/patient will be actively screened for symptoms and travel as soon as they enter the building.
- ✓ Outpatient therapy patients will be limited in their movement around the building and their contact



with other residents.

Outpatient therapy and inpatient therapy will be scheduled separately if possible. Outpatient therapy patients will only use the entrance that's designated for outpatient therapy.

Are adult day services available?

Due to our visitor restrictions and the higher exposure potential, adult day services have been suspended. As soon as we are able, we will open the service again.

What is Send a Note and how do I do that?

The Good Samaritan Society offers a free, online tool that allows users to send a note to a particular resident and/or facility. Even if you don't know a specific resident, you may indicate "any resident" in the name of resident field. We'll make sure your message is delivered to someone who would love to receive a note. To participate, [visit this page](#). This service is especially important during times with visitor restrictions. If you have a moment, please send a note – it will brighten someone's day.

Can I take my loved one home?

You are free to take your loved one home if you choose, but it will be considered a discharge as we've stopped allowing routine outings to limit the residents' exposure risk. If you choose to take your loved one home, we recommend having a care plan in place so they are safe and healthy.

What if a resident needs to see a doctor?

Your loved one will still be taken to their medically necessary appointments and screened upon reentry.

If I send a care package, is there a chance it can bring the virus into the building?

At this point, health officials are saying there is little to no risk of spreading the virus through objects like this. It's always good to take precautions, though, so feel free to wipe down or disinfect objects before you send them to your loved one. You can find physical addresses on our website www.good-sam.com to send packages and letters.

Senior housing

Can my loved one come and go as they please at this time?

We strongly discourage residents from leaving for routine outings or social activities. Social distancing is proving to be one of the best ways to prevent the spread of the virus, so while your loved one can choose to leave, it is increasing the risk of exposure not only for them, but also for their neighbors.

Can I come visit my loved one?

We strongly discourage visitors from coming. Visitors are limited to resident's apartment. We understand that it's difficult, but social distancing is proving to be one of the best ways to prevent the spread of the virus. Visitors can unknowingly spread the virus to their loved one and to others in the building. We recommend you find other ways to connect with your loved one – maybe through a phone call, video chat or care package.



Are you delivering meals to my loved one?

Are meals still being held in the dining area?

- ✓ Residents are encouraged to eat in their apartments..
- ✓ Alternatives to communal dining are being offered.
- ✓ If your loved one typically has meals delivered, these services will continue.

Have you increased your cleaning/disinfecting protocols?

We are reinforcing our established cleaning and disinfecting protocols. Our staff is following guidelines issued by the CDC and AHCA to do our best to prevent the spread of coronavirus in our locations.

Do residents have enough household supplies and food? How can they get more of these if they run out?

Good Samaritan has teams continuously working to ensure residents have essential items such as groceries and medical supplies.

How are residents getting their medication?

All essential services are continuing as normal. Residents will continue to receive medication, but we have extra precautions in place to keep your loved one safe.

How are you keeping residents updated ?

Society leaders are in constant communication with local and regional leaders. We're providing resources so local leaders can keep residents informed.

How can residents feed and exercise pets?

Who's taking pets out to go to the bathroom?

Can my loved one's dog walker come to their apartment?

We understand pets need to go outside and get exercise. Your loved one can certainly continue to care for their pet, but it's always good to be extra careful.

- ✓ Have them walk their dog in an area that's not very busy.
- ✓ Remind them to stay in their apartment unless their dog needs a walk or bathroom break.
Encourage your loved one to wash their hands right when they get home.
- ✓ Discourage hired dog walkers from coming in the building, and instead, meet the individual outside.

If I send a care package, is there a chance it can bring the virus into the building?

At this point, health officials are saying there is little to no risk of spreading the virus through objects like this. It's always good to take precautions, though, so feel free to wipe down or disinfect objects before you send them to your loved one. You can find physical addresses on our website www.good-sam.com to send packages and letters.