

FAQs



We understand concerns about coronavirus (COVID-19) and its potential risk to seniors and therefore Discovery Senior Living has developed a comprehensive action plan of enhanced procedures and protocols for each and every one of our communities. We are taking every possible measure to ensure the safety of residents, Team Members and all our visitors. Our enhanced procedures and team member training is already underway and we've created this simple FAQ to hopefully answer all of your questions.

What are you doing to take extra precautions when visitors come to our community?

Entering A Community

- Every person entering the community must register by using our electronic Accushield device or directly with the Concierge.
- Front desk will either have an attendant or protocols in place to ensure compliance of all guests registering.
- Every person entering community will be required to use the hand sanitizer station set up at the front desk. Hand sanitizing stations use Purell® or a similar product with 60% Ethyl Alcohol, meeting CDC Guidelines.

- For all visitors, including vendors, a questionnaire will be given regarding specific questions related to travel and contact with others.
 - o Depending on answers, community management has been trained as to course of action to take.

How are you sanitizing the community?

Enhanced Community Sanitizing and Additional Cleaning Frequency

- Additional touch-free standing hand sanitizing stations and individual bottled sanitizers using Purell® or a similar product with 60% Ethyl Alcohol, meeting CDC Guidelines, will be stationed upon front entry

and also outside common area spaces, such as dining rooms, bistros/bars, activity rooms, fitness centers, card rooms, and the like.

- Clubhouse spaces, including doors and handrails, will have additional cleaning protocols and extra frequencies using sanitizing solutions and disposable towels and wipes.
- Trash containers will be emptied more frequently in all areas of the community.

Have Team Members been trained on what you're doing and what are their requirements?

Team Members

- Every Team Member has been given their own Purell® hand sanitizers or a similar product with 60% Ethyl Alcohol, meeting CDC Guidelines, and has been educated on frequency of use and handwashing protocols.
- All Team Members will have to answer questions regarding potential travel to infected areas or exposure to the Coronavirus (COVID-19).
- Team Members are required to announce to management any changes in health condition. Based upon assessment, they will be instructed to not report to work until they are “cleared”.
- Every Team Member has gone through in-service training for these new community enhanced protocols.

What about new residents moving in or current residents returning from a hospital or rehab stay?

Accepting New Residents and Returning Residents

- Discovery Senior Living has created a specific “Coronavirus Questionnaire” that will be given to new residents prior to moving into a Senior Apartment, Independent Living, Personal Care, Assisted Living or Memory Care apartment and also given to any current residents returning to the community after a hospital stay, rehab stay or length of time away from the community.
 - o Based on outcomes of the questionnaire, residents will be denied an immediate move in.

What are you going to do if someone in the community is diagnosed with COVID-19?

Planning Ahead

- In the unfortunate event a resident has tested positive, the resident will be quarantined in their apartment and all current CDC guidelines will be followed.
- Communities have already been supplied essential items in “Resident Care Packs” for compliance with our quarantine guidelines and protocols.

