



Resident FAQs

When a resident or team member in the community receives a positive test how do you know who else could be exposed?

Q. Why not just tell everyone who it is so they can judge whether they feel like they could have been exposed?

A. The Law requires us to keep all medical information on any person completely confidential... in other words it is against the law for us to reveal the name of anyone infected.

Q. Since you can't reveal the name of the resident and/or team member how do you know who might have been exposed?

A. We have an "incident investigation" process which includes the following steps to identify those who may have had direct contact:

- In the first hours after notification we conduct an in-person interview with the infected individual, specifically having them recall dates/times/events and people they have interacted with since the on-set of any symptoms or within the past two weeks if no symptoms were when they tested positive.
- We then interview those team members that most often interact

with the resident and review shift schedules to further identify any other individuals that may have been in contact with the resident.

- This process identifies the "initial" potential direct contact list of residents and team members.

Q. What happens after you identify potentially exposed residents or team members?

A. We have a strict protocol that includes the following:

- Immediate removal from the community of any team members that may have had direct contact with the resident with a requirement to "self-isolate" for 14 days from the point of last contact with the resident who tested positive.
- We immediately initiate contact with any residents who may have had direct contact with instructions to return to their room for "self-isolation" for 14 days from the point of the last contact with the resident who tested positive.

- During the initial contact with both the team members and residents that may have been exposed we then ask about their recall of the dates/times/events and participants and cross reference the initial list to see if additional residents or team members need to be added.

Q. What if I haven't been contacted?

A. If you had made either the initial or follow-up list as a potential directly exposed person you would have been contacted directly by community leadership. No contact means our investigations did not have your name on the list, however, we advise all to continue to be cautious and follow our protocols including letting community leadership know immediately upon any onset of covid-19 symptoms.

Q. Will anyone who is tested positive be removed from the community?

A. No, this is their home. However, strict quarantine procedures are used in accordance with the CDC and the local department of health and include but are not limited to the following:

- All services within the unit are suspended.
- Trash removal is completed using protocols that separate the trash from others and provides for immediate removal from the community.
- All team members utilize Personal Protective Equipment (PPE) when delivering meals to the unit and

Do Not interact with the resident (simply knock on the door when the meal arrives).

- Local Health Dept officials interact with the resident which includes taking temperatures etc. to monitor their status.
- Any departure from and back to the community for doctor's appointments etc. are conducted with strict protocols including the use of PPE for the resident to ensure they are not able to infect areas while leaving or returning.

Q. When can the Resident come back out of their unit?

A. The time will vary for every person depending on their recovery time. Release from full quarantine will be allowed per the instructions of your Primary Care Physician, in conjunction with CDC and Local Health Department guidelines.

Q. What about common areas where the resident may have been... how do we know those will be safe?

A. As part of an initial confirmation and all subsequent (if any) confirmations of a positive test we ask all residents to remain in their units for a period of time while we sanitize all common areas and in an abundance of caution where/ when possible we bring in a commercial cleaning company that has specialized training in sanitizing areas after a potential communicable disease event.

Q. What if I have signs and/or symptoms of coronavirus (COVID-19), what should I do?

A. Contact both management and your physician immediately if you have any signs or symptoms

Q. If I have been tested for coronavirus (COVID 19), should I inform management?

A. Yes, management should be contacted immediately

Q. If I see a non-resident in the hallway without an “I’ve Been Screened” sticker, should I call the front desk?

Yes, please call the front desk and notify us

Q. What if I need to leave to go to the doctor, what should I do?

A. If you need to go see your doctor for a regular physician visit, you should leave for your visit making sure you are practicing safe social distancing

If you are visiting your doctor because you are having symptoms or signs of the coronavirus, call the front desk 30-60 minutes before you are leaving for your appointment and we will bring a mask for you to wear before and after you leave. While leaving the building with your mask on, keep social distancing from anyone around you. The shortest route should be taken from your room when both exiting and entering.