



Independent, Assisted Living, & Memory Care Communities

March 23, 2020

SUBJECT: Coronavirus Disease - Updates

Dear Residents, Families, and Friends,

The Department of Health Services has detected COVID-19 in numerous Wisconsin communities and has evidence of community transmission. That means there are people who have tested positive and have no exposure to a known case and did not travel to a location with community transmission. As the numbers of these cases continues to grow, we understand the risk for infection in our facilities grows.

COVID-19 is a new disease and we are still learning about how it spreads. We know it is spread between people who are in close contact with one another and through respiratory droplets produced when an infected person coughs and sneezes. The challenging characteristic of this disease is that people may be spreading the infection before having symptoms or they may never experience symptoms but still be contagious.

The residents within our facilities are the most at risk and we continue to go above and beyond what is recommended by the Center of Disease Control & Prevention to help prevent the spread of COVID-19. We ask for your help in doing so. Below is an outline of some of the steps we've taken to protect your loved ones.

- Restricted visitation of all visitors and non-essential health care personnel, except for end-of-life situations.
- Visitors may drop off items at the front door during established drop off hours, from 10am-2pm Monday through Friday.
- In lieu of visits, alternative means of communication, (phone or video-communication) are offered for people who would otherwise visit.
- Reviewed and revised how we interact with vendors and delivery drivers, EMS personnel and equipment, transportation providers, and other non-health care providers (e.g., food delivery, etc.), and have taken necessary actions to prevent any potential transmission.
- Increased cleaning with approved disinfectants.
- Canceled communal dining in Assisted Living and Enhanced Care units. Exceptions will be made for residents in need of staff assistance or supervision during meals. Residents in need of assistance will kept at least 6 feet apart during dining.
- Communal dining will continue for Memory Care. These residents need supervision and assistance to ensure health, safety and well-being.
- Canceled all group activities, such as internal and external group activities. Life enrichment staff will provide 1:1 activity.

HERITAGE SENIOR LIVING

Independent, Assisted Living, & Memory Care Communities

- Implemented active respiratory screening of all residents. Temperature and pulse ox is monitored daily.
- All residents are monitored for symptoms daily and symptoms will be immediately reported to the nurse.
- If resident's acute respiratory screen is positive; the resident will be immediately quarantined to their apartment, droplet and contact precautions instituted, and their primary care provider notified.
- Residents are reminded to practice social distancing and perform frequent hand hygiene.
- Telemedicine visits will be offered by visiting physicians for routine visits. Physicians are considered essential visitors and will be allowed to visit the community as needed.
- Recommended that all residents cancel non-essential appointments and do not leave the community.
- If residents leave the community for any reason, they will be asked to self-quarantine to their apartment for 14 days.
- Staff are educated and reminded not to report to work if they are experiencing cough, fever, or shortness of breath. Staff will self-isolate at home for 14 days before returning to work if symptoms are present or if exposed to COVID-19.
- Staff will be monitored for fever, symptoms, exposure and travel every shift (includes active temperature screening).
- If employees develop symptoms while on the job they will: immediately stop work, put on a facemask, notify their supervisor, and self-isolate at home for 14 days.
- Emergency staffing plan is maintained and updated as needed with changes in employees and employee health.
- Provided ongoing education to employees on COVID-19, infection prevention strategies, donning & doffing PPE, and pandemic plans.

We will continue to monitor the situation and follow the guidelines established by health officials and authorities. We are committed to the health and safety of our residents.

Best Regards



Amanda Runnoe
Vice President of Clinical & Quality Operations