March 17, 2020

As you know, the pandemic Coronavirus (COVID-19) continues. At MorseLife Health System, it is our priority to maintain the health and safety of all our residents and staff. At this time, we have no cases of Coronavirus in the community. In our efforts to keep our residents and staff safe and healthy, we are continuously updating our prevention efforts based on the latest information from the Center for Disease Control (CDC) and the local and State Government Agencies. We have put the following in place at The Palace:

**VISITOR & ACCESS POLICY**

- No visitors are permitted on campus until further notice. Including personal vendors that residents may have hired.
- We will make limited exceptions in extreme or emergency cases. These cases must be approved by administration. These individuals will be screened prior to entry on campus.
- Health care providers including home health, private duty, nursing services, physicians, physical therapy, and hospice staff will be granted. These individuals will be screened prior to entry on campus.
- If a resident needs pill planners filled that were being done by a family member or outside provider, please call 561.606.0707 and ask for Vesna or Marisa. MorseLife Home Care will provide this service until the no visitor restriction has been lifted.
- Residents are required to remain on community grounds except for medical care. Upon returning residents will be screened prior to entry on campus.
- Residents are required to remain within the building they reside. Residents will be allowed to walk outside but they cannot go into another building on campus where they do not live. The only exception will be for Dr. Dhana’s medical office and physical therapy. Residents will be given a pass for appointments only. Residents will not be allowed in the building if they have not received a pass from the medical office. These residents will be screened at the front desk.
- Deliveries of packages will be made outside the building and a staff member will accept them. If you have family members delivering packages notify the front desk as they will not be allowed in the building. Please remain patient as bell attendants are delivering a lot of packages right now and are assisting with screening.
DINING

- Dining rooms will remain open at this time however we encourage room service to be ordered. Please remain patient as room service orders will go up and everyone will not get their meals delivered at the exact same time.
- Coffee and water bars have been eliminated. If you would like a cup of coffee please go to the dining room during hours of operation and ask a server.
- Table linens will not be used after March 16, 2020.
- Residents that receive only breakfast and dinner may go to the dining room and purchase lunch.
- Caffe Como will be closed effective March 16, 2020.

COMMUNITY LIFE

- All group outings have been eliminated, with the exception of necessary doctor appointments. No Uber, Lyft, or any other third party transportation provider will be allowed to transport. Residents may be required to reschedule appointments if a driver is not available at the requested time.
- All activities in The Palace will be hosted by our staff. No outside vendor, entertainers, lecturers, etc. will be allowed.

FREQUENTLY ASKED QUESTIONS

Who is allowed in the community?
No Visitors are allowed on the MorseLife campus until further notice

Why are you doing this?
As MorseLife monitors the spread of COVID-19 around the country, and understanding that this virus is most dangerous for seniors, we feel that restricting all visitors is a necessary step toward keeping everyone safe.

How long will this last?
The COVID-19 pandemic is an ever-evolving situation. We will release these restrictions when we feel it is safe to do so, and based on recommendations from agencies such as the CDC and state departments of health.

What are the exceptions to this policy?
We will make limited exceptions in extreme or emergency cases. These must be expressly approved by the community’s executive director. Anyone entering the community under these circumstances will be screened upon arrival.

Will my private duty caregiver be allowed to enter the community?
Yes. Health care providers, including home health, private duty, nursing services, physicians, physical therapy, and hospice staff will be granted access to the community once they have completed our entry screening procedures.

What are your screening procedures for people entering the community?
Anyone entering the community will be asked questions about possible flu-like symptoms, recent travel, and if they have been exposed to a known or suspected case of COVID-19. We also take everyone’s temperature to ensure they do not have a fever.
What if there is an emergency?
Emergency medical/fire services personnel are able to enter the community if needed. We will make limited exceptions in extreme or emergency cases for family members. These cases must be expressly approved by the community’s executive director. Anyone entering the community under these circumstances will be screened upon arrival.

Can I visit with my loved ones outdoors, but on the community grounds?
Because outside guests pose a risk of exposure to residents, we ask that you do not have in-person visits.

Are there other ways that I can get to see my loved ones?
The dedicated teams in our community are equipped and ready to help facilitate phone call or even a virtual visit using services such as Apple FaceTime, Skype, or Zoom. Please contact Janna at 561.808.9981.

RESIDENT EXIT & REENTRY

Are residents allowed to leave?
We ask all residents to remain on the community grounds unless they need medical care. In another independent living facility, one resident contracted the virus while out in the community and 50% of the other residents became infected.

Why are residents not allowed to leave?
COVID-19 is most dangerous for seniors, and every trip outside the community opens the risk of a resident being exposed.

What if I accept the liability of leaving the community?
We understand that you may be willing to put yourself at risk of exposure to the virus. However, this also puts others in our community at risk, and we cannot allow that.

Am I allowed to temporarily move out of the community?
Yes. If you desire, you can temporarily move out of the community to stay with family members. You cannot return until we are able to lift these restrictions. Rent for your apartment will still be due.

What happens if someone goes to the hospital and is ready to return to the community?
Residents who are returning from the hospital will be screened just like others who enter the community. We trust that hospitals have enhanced infection control procedures and will not release anyone who poses a threat to others.

What if I have recently returned from vacation or a cruise?
Any residents who are returning from a cruise or who have traveled outside the United States will be asked to remain in their apartments for a period of 14 days.

Will new residents still be able to move into the community?
New residents are still allowed to move into the community as long as they pass our screening process, including being symptom-free.
**DELIVERIES**

**How do package deliveries work?**
Packages will be accepted at the front desk after the delivery driver has been screened and a staff member will take them to residents.

**Can I bring something to a resident?**
Yes. We will follow our delivery procedure to have a staff member meet you at the gatehouse entrance to accept your items and take them to the resident. Please contact the Concierge to advise when a delivery will be made.

**PERSONAL NEEDS**

**How do I get groceries and other needed items?**
We recommend that a family member bring your items to the front of the community, where a staff member will accept them. If you have another necessary item that is needed, please contact Janna to assist with getting those items to you.

**Will the salon remain open?**
Yes. The salons inside out community will remain open.

**Will the Palace provide gloves, masks, and sanitizers to residents?**
There have been sanitizers strategically placed throughout the property in public spaces. It is the responsibility of the resident to purchase these items for their home and personal use.

**MEDICAL NEEDS**

**How will I get to my doctors’ appointments?**
Residents can still leave the community for essential medical needs, including emergencies and doctors’ appointments. Our normal transportation procedures apply for community-provided transportation.

**Can a family member pick me up for my doctors’ appointments?**
Yes. Your family member can meet you at the front entrance of the community by the gatehouse. Upon your return, we will ask you to wash your hands and we will assist with sanitizing your walker or wheelchair if you have one.

**If I live in an independent living apartment, how do I pick up my prescriptions from the pharmacy?**
We recommend switching to a pharmacy that delivers or having a family member pick up your prescriptions for you to drop off at the front gatehouse. We can also assist with picking them up on your behalf.

**How do I get other pharmacy items, such as over the counter medicines?**
We recommend a family member pick up these items for you to drop off at the front door. We can also help you set up an account with online grocery delivery services, such as Instacart. Lastly, we can have a staff member pick up items not otherwise available via these services if necessary.
What if I need hospice care?
Health care providers, including home health, private duty, nursing services, physicians, physical therapy, and hospice staff will be granted access to the community once they have completed our entry screening procedures.

DINING

What is changing in dining?
Dining services will mostly be the same in the dining rooms, however we are removing all table linens. Please call your room service orders as early as possible.

STAFF

How are staff screened?
We take all employees’ temperature every day. If anyone has a fever or has cold-like symptoms, we do not allow them to work until they are symptom-free.

RESIDENT ILLNESS

How are you checking residents?
Palace residents will have their temperatures checked on Mondays and Thursdays, prior to entering the dining room.

What happens if a resident has symptoms?
Residents with cold-like or flu-like symptoms, including fever of more than 100°, coughing, or shortness of breath will be asked to stay in their apartments until they are symptom free. We will assist with contacting their physician or other medical care if needed. We will deliver their meals and will provide all necessary services in their apartments.

What happens if there is a case of COVID-19 in our community?
While we hope that no confirmed cases of COVID-19 appear in any of our communities, if there is a suspected or confirmed case, we will follow all CDC guidelines and work closely with the state and local departments of health. Residents will be notified if there is a confirmed case in our community.

COMMENTS & CONCERNS

Who do I call if I have a comment, concern, or complaint?
The first person you should call is your executive director. We will respond to you as quickly as possible, but usually within 24 hours. Please understand that we are receiving an influx of calls and inquiries.