



March 16, 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 Memory Care:

VISITOR & ACCESS POLICY

- No visitors are permitted on campus until further notice. This includes entertainment vendors.
- 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.
- 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 still be allowed to walk outside in the garden.
- Deliveries of packages will continue to be made to the purchasing department. The purchasing department will continue to drop off any packages to the resident's room directly.

DINING

- Dining rooms will remain open at this time. Social distance in dining areas has been put in place.
- Table linens will not be used after 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 Memory Care will be hosted by our staff. Scheduled activities have been reviewed to ensure social distancing and eliminate shared objects. No outside vendors and entertainers will be allowed onto campus.

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. AHCA has recommended thirty days. 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 administration. 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.

How can residents receive hygiene supplies?

Families will be communicated to directly when their loved one is in need of supplies. As there is no visitation permitted on campus, supplies may be supplied through Memory Care or can be shipped directly to Memory Care. Any items that are shipped will be brought directly to the resident's room by the purchasing department once received.

How can I communicate with my loved one?

If you would like to speak with your loved one, please contact the portable phone to which floor they are located.

1st Floor: 561-687-5779

2nd Floor: 561-209-6389

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 administration. 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, visitors will not be allowed on campus.

RESIDENT EXIT & REENTRY

Are residents allowed to leave?

We ask all residents to remain on the community grounds unless they need medical care.

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. The facility in Washington state had 55% of their total population get infected with COVID-19 from one resident that went out into the community and carried it back to the facility.

What if I accept the liability of leaving the community?

We understand that you may be willing to put your loved one at risk of exposure to the virus. However, this also puts others in our community at risk, and we cannot allow that.

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. Any residents that return from the hospital that are showing any signs or symptoms related to COVID with need to be quarantined for the safety and wellbeing of our community.

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. They will be given a time block the move must be completed in.

DELIVERIES

How do deliveries of packages work?

Vendors making deliveries will be screened and will be allowed to drop off packages to the purchasing department.

Can family members bring something to a resident?

No. As there is no visitation on campus, Memory Care is offering to supply supplies that are needed for your loved one or for items to be shipped to your loved one. Any supplies that are supplied through Memory Care will be charged to the resident's monthly bill.

PERSONAL NEEDS

Will Dr.Dhana be seeing residents?

Dr.Dhana will continue to see residents in the Memory Care unit as they are scheduled. As no visitation is allowed on campus, Dr.Dhana can call during the appointment if there are any questions or concerns regarding your loved one. The nurses will continue to communicate with families after the appointment to review any new or changed orders.

Will the salon remain open?

Yes. The salon in Memory Care will remain open.

MEDICAL NEEDS

How will residents go to off campus 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?

No. In the event that your loved needs to go to an off campus doctors' appointment, we ask that you meet them at the doctor's office.

DINING

What is changing in dining?

Dining services will mostly be the same in both dining rooms.

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?

We are proactively monitoring the temperatures and symptoms of all residents. Residents will have their temperatures checked daily.

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 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 place you can call is the Memory Care Manager at 561-687-5784 for general questions. If you require more assistance or your question/concern was not answered please reach out to Stephanie Frazier, Sr. VP of Housing at 561-209-6101. 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. Our priority is to care for the residents.

