



March 17, 2020

1. Q. When will normal visitation resume?

A. Your Leadership Team at MorseLife has daily contact with Florida Health Care Association, Leading Age - our trade organizations, Palm Beach County Healthcare Emergency Response Coalition (HERC), the Florida Department of Health, and the Agency for Health Care Administration (AHCA) to receive up-to-minute guidance and protocols on COVID-19 (the Corona Virus). MorseLife will continue with the no visitation until the Department of Health and/or the Center for Disease Control report COVID-19 is no longer a threat to our residents.

2. Q. Can we facetime?

A. Yes. Facetime is available. Please connect with the Social Worker to set up Facetime.

3. Q. I have been doing my loved one's laundry. Am I able to continue to do so?

A. Morse will do the laundry for all residents, until further notice.

4. Q. My family comes in to assist our loved one with meals. Who will help our loved one with meals?

A. Morse staff will continue to provide care for all our residents and patients.

5. Q. Am I allowed to visit my loved one in the parking lot?

A. Unfortunately that is not permitted



6. Q. Can I drop off items for my loved one? If so, what is the procedure?

A. While it is discouraged, families can drop off items for their loved one. Please keep in mind, Morse has all essential items needed to care for your loved one. If a family member must drop off an item(s), the item must be contained within a plastic bag, labeled with the resident's name and dropped off at the guardhouse. A staff member will retrieve the item(s) from there.

7. Q. Is Morse able to make an exception for visitation? If so, what is the exception?

A. With the approval of the Medical Director, a family member can visit their loved one who is at the end of their life. The family member will be screened prior to entering the building. If the family member does not pass the screening, he/she will not be allowed in the building. This exception & requirement regarding screening is based on current CDC guidelines.

8. Q. Are private aides still able to continue providing care?

A. Private aides are caregivers who provide direct care to patients. They carry out the plan of care with assistance from our staff. They are only allowed to enter the building after being screened at the gatehouse. Please remember, our mutual goal should be to reduce visitors who may potentially bring infection to the facility.

9. Q. How are we monitoring the residents?

A. Residents are being monitored on the units for any signs and symptoms of respiratory tract infection/ COVID-19 symptoms. Temperature checks are done daily. If a patient exhibits any symptoms – cough, fever, sore throat, etc - they are immediately placed on droplet isolation. The Infection Control Preventionist in conjunction with the physician/Nurse practitioner will determine when the isolation precautions are discontinued.



10. Q. How are we monitoring staff?

A. All employees are thoroughly screened and have temperature and symptom checks before entering the building. Morse is closely monitoring every staff member for any signs and symptoms of COVID-19. We are discouraging employee travel outside the country. Any staff member who travels internationally or goes on a cruise is not permitted to return to work until they have completed a 14-day self-quarantine and is cleared by the Infection Preventionist. Employees are educated not to report to work if they are sick.

11. Q. Are residents allowed to go off campus for non-medical purposes?

A. At this time, residents are only allowed to leave the campus for medically necessary appointments and medical emergencies.

12. Q. If a resident is diagnosed with the COVID-19, what is the protocol?

A. Once we identify a patient with symptoms of COVID-19, immediate droplet isolation is initiated. A mask is placed on the resident, the Department of Health is notified and transfer to the hospital is coordinated as appropriate.

13. Q. Are residents allowed to go off campus for doctor appointments?

A. Residents are allowed to go to medically necessary appointments

14. Q. Any cases of COVID-19 at the Health Center?

A. There are **NO** COVID-19 cases in the Health Center



15. Q. Are we using proper precautions?

A. Yes. All employees are educated on using appropriate infection prevention measures based on the CDC recommendations. These recommendations are continuously reinforced at unit meetings and during supervisor's rounds.

16. Q. If family members use proper precautions, can they visit?

A. Unfortunately they cannot. See answer to question #7.

17. Q. If I can't come in who is going to call me with updates.

A. Families can get updates from the Charge Nurses/Assistant Nurse Managers/ Nurse Managers and Social Workers 24/7 as needed.

18. Q. Why are we accepting sick patients?

A. We are pre-screening all new admissions coming from hospital and following guidelines as mandated prior to placement.

19. Q. Does Morse have enough supplies?

A. Morse is stock piling necessary supplies and looking for every means to increase the stock. Morse keeps a daily inventory of supplies. We are also in coordination with the Healthcare Emergency Response Coalition to ensure that Morse, along with other similar facilities, is given priority in the allocation of pertinent supplies.

20. Q. Is there any concern that your screening questionnaire may not be answered honestly because the staff member doesn't want to miss work/pay?

A. Morse is temperature screening employees daily and being vigilant to identify any respiratory symptoms prior to entering the building. If the staff member develops symptoms while at work they are sent home immediately.



21. Q. How do we screen items coming in the facility, specifically personal belongings coming from different households?

A. See answer #6 regarding personal items brought to Morse. All commercial deliveries are left on the loading dock and screened by staff. No delivery personnel will be permitted in the building.

22. Q. How does Morse screen patients when they return to the Health Center from medically necessary appointments?

A. First, the residents are reminded to practice infection control prior to them leaving the unit such as handwashing. Secondly, upon return to the unit the resident's temperature is checked, hands are washed and the resident will be monitored for symptoms as usual.