



COVID-19 Preparedness

Q&A

GenCare has always had a stringent Infection Control protocol and Disaster Plan in place to protect our residents, families, staff, and friends.

Immediately upon hearing of the Coronavirus (COVID-19) manifesting locally, we implemented stricter guidelines specific to COVID-19, including closing the dining room and delivering meals to resident rooms, cancelling group activities, first limiting access to our building and then not allowing non-essential visitors per the Governor's edict, and monitoring the vitals of staff and essential visitors each time they entered the building.

With updates happening daily, we hope you find this informative document as a resource to know how we will continue to care and monitor our residents during this unique and challenging time. We will continue to communicate openly, and efficiently as new updates arise.

#GenCareStrong

Q: How is the staff cleaning the facility and keeping the risk of infection low for residents?

A: Environmental cleaning is frequently happening throughout the day in our communities. Routine cleaning and disinfection procedures outlined in our Infection Control Policy & Procedures are in place. In addition, communities have been instructed to use disposable food service products and all contaminated laundry and medical waste products are disposed of properly in accordance with the GenCare Lifestyle Infection Control Policy and Procedures.

Q: What other precautions are you taking to decrease the risk to the residents?

A: All GenCare communities restricted visitation based on federal and state guidance. No visitor will be permitted into our community except for certain compassionate care needs, such as an end-of-life situation.

In addition to restricting visitation to prevent the illness on our campus, we are also focused on infection control best practices. All staff and visitors allowed in exceptional cases will continue to be screened prior to coming into the building. Screening will include:

- Taking temperature, nobody will be allowed in if they have a fever of 99.6 or higher
- Cough, or difficulty breathing
- Contact with a person with a confirmed diagnosis of COVID-19 in the last 14 days or are under investigation for COVID-19
- Travel history in last 14 days

Staff have been trained on the symptoms of the Coronavirus (COVID-19), CDC recommended infection prevention techniques, and have clear protocols to stay home and not come to work if they are ill or symptomatic. At this time, all GenCare staff are required to wear the proper PPE, including face masks during their shifts.

All group activities have been cancelled for now. Common areas such as our dining rooms, bistros, fitness centers and communities with swimming pools have been closed until further notice. Residents have also been educated on the importance of social distancing and ways to stay healthy in the communities.

Q: How are residents being engaged if they are in their apartments, with no group activities?

A: Although we have had to cancel all group activities and close our doors to non-essential visitors, we have still been able to keep residents engaged and positive during this unique time, using our Whole Life Living model. All Vitality activities have been restructured to be one-on-one with our staff members, while also providing more independent activities for residents to do in their apartments.

For example, residents are participating in one-on-one personal training sessions with our Fitness Directors for daily movement and breathing, while our Vitality Directors are creating In-Room Activity packets to keep minds sharp and have meaningful purpose in their day. Residents receive frequent, daily visits and check-ins from all of their community staff.

Q. How are resident's nutrition and hydration needs being met?

A: GenCare's dedicated culinary staff continue to prepare meals made from scratch in our kitchen using only the highest quality ingredients. Meals are served to each resident's apartment on schedule, 3 times per day.

Each day, mobile hydration stations are brought to the resident's apartments. These mobile stations include water (flavored or regular), fruit & vegetable smoothies, and tea options.

Q: How can we communicate with our loved ones?

A: We understand that communication with your loved ones is incredibly important and encourage you to communicate with them as much as possible. Virtual visits are a great way to communicate during this time. Please let us know how our staff can help facilitate telephone, video chat, or e-mail visits at any time.

Also consider letter writing as a means of communication. Letters and cards can mean so much, especially if loved ones are having a moment and missing you, they will have your message that they can read over and over at any time.

Q: What is the best way for me to stay up to date on how your communities are responding to the virus?

A: There are a variety of ways to stay informed:

- First, contact the Executive Director of your community.
- Check the GenCare Lifestyle social media pages for your community.
- Visit gencarelifestyle.com and our News pages for general information and updates.