

THE WATERS

FOR OUR RESIDENTS

FAQ's – Frequently Asked Questions – Coronavirus Public Health Concern

Please know that we are ready and prepared for emergencies and unexpected events, and we have detailed plans in place that prioritize your health and wellness. Maintaining your health, wellness and safety remains our number one priority. It is important for you to know that our Team Members are trained in infection control practices and follow strict protocols based on that training.

Q: What is the Coronavirus?

Health officials with the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) are monitoring an outbreak of respiratory illness called coronavirus disease 2019 (COVID-19). The virus causing COVID-19 is not the same as the coronaviruses that commonly cause mild illness like the common cold.

Q: What is the current situation regarding the Coronavirus public health concern:

The Center for Disease Control (CDC) encourages people not to panic but rather to become informed and be prepared.

The Facts are:

- There are over 88 identified cases and six confirmed deaths in the United States, as of March 3, 2020.
- The Center for Disease Control (CDC), the State Health Association, and the World Health Organization (WHO) advises that PREVENTION, by applying standard hygiene practices, is the best line of defense.

Q: What are the symptoms of the Coronavirus?

The symptoms can include:

- Mild to severe respiratory illness
- Fever
- Cough
- Shortness of Breath

It's important to know that:

- Symptoms may occur 2 – 14 days after exposure
- The Coronavirus (COVID-19) can be transmitted person-to-person (within six feet of an infected person)

Q: What is the likelihood of being impacted by the spread of the Coronavirus?

The Center for Disease Control states that it is important that we all begin to prepare for the likelihood of being impacted by the spread of the Coronavirus. People are encouraged not to panic, but rather to become informed and be prepared by practicing daily good hygiene habits (i.e. washing hands with soap and water often, avoid touching their hand to eyes, nose and mouth, staying home if feeling ill, and applying hand sanitizers). Equally important, is being

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cognizant of your own respiratory hygiene; for example, sneezing and coughing using a tissue and then being mindful of how you dispose of it and remembering to wash your hands again with soap and water. It's important to be engaged in cleaning and wiping down surfaces in the environment you live in. Use antibacterial / virucide cleaners and frequently clean touched areas.

Q: What is The Waters doing to proactively be prepared and to reduce the likelihood of any spread of the virus?

Rest assured that, as with any infectious disease, we have a plan in place to ensure your safety, health and wellbeing.

- **Providing Proper Training and Education on Risk Prevention and Emergency Protocols** - Please know that all of our Team Members have been properly trained on the procedures to follow and know how to respond should there ever be a suspected case or exposure to the Coronavirus.
- **Requiring Daily Hygiene and Environmental Safety Practices**
 - All communities have virucide cleaners and/or wipes, tissues and hand sanitizer available at every work space.
 - All frequently touched surfaces (i.e. dining room tables, activity areas, front reception desk area, elevator buttons, door knobs, hand rails, telephones, keyboards, game rooms, exercise equipment, arm chairs, public restrooms, etc.) are being disinfected multiple times daily using virucide/germ killing cleaners.
 - All Team Member work areas (i.e. Department offices, Nursing Station, Resource Room, and Breakrooms) are being disinfected daily.
 - All Regular cleaning of building surfaces and touched areas include the use of virucide/germ killing cleaners.
- **Posting Good Hygiene Reminders** - Posters are placed in all restrooms, common areas, and Team Member work areas to remind residents, visiting guests and Care Team Members to wash their hands often with soap and water for a minimum of 20 seconds.
- **Ensuring Supplies Are On-Hand** – Assessing and confirming the availability of necessary supplies.
- **Inquiring About Travel / Vacation** – Each community is taking steps to ask visitors and Care Team Members about whether they have traveled outside of the United States. As a minimum standard, if we are aware that a resident, family member or Team Member has gone outside of the United States OR on a trip to another state outside of the community, we may conduct phone screening with them before they re-enter the Community.
- Signs posted at community entry points encouraging visitors not to visit if feeling ill.

Q: What can I do to help protect myself and to minimize the probability of being exposed to the Coronavirus?

The CDC suggests that standard hygiene practices can help mitigate Coronavirus risk.

Follow these suggestions for prevention:

- Wash your hands often with soap and water for a minimum of 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.



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- Avoid close contact with other people who are sick.
- Stay home in your apartment when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue away, and wash your hands again.
- Frequently clean and disinfect touched objects and surfaces.

Q: What should I do if I suspect that I've been exposed to the Coronavirus?

If you suspect that you have been exposed, please:

- Call the Waters Health and Wellbeing Department.
- Remain in your apartment home, to ensure any potential virus is contained.
- The Health and Wellbeing Department will inform the Executive Director and will know the appropriate action to take to ensure your safety and that of other residents, team members and visiting guests.
- Swift action will be taken to ensure your safety and wellbeing. Your primary care physician and/or your family members will be contacted. Your primary physician will then advise you and your family regarding next steps.

Q: What should I do if I have a concern that someone has symptoms of the Coronavirus?

If you suspect a someone is displaying symptoms of a cold, flu or Coronavirus, please call your Community Executive Director to inform them of your concern.

Q: What is The Waters doing to stay informed and to ensure my safety?

The Waters Corporate Health and Wellbeing Leadership Team is monitoring this public health concern daily via contact with the Center for Disease Control, the American Senior Housing Association, the Minnesota Department of Health and World Health Organization (WHO) and will keep you and your family members informed. As always, if you have any questions that you'd like to discuss, please feel welcome to contact us.

Q: How can I best stay informed on my own?

Go to <http://www.cdc.gov> and <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters> to read the "Myth Busters" from the World Health Organization (WHO).

On behalf of our Waters Senior Living team, we want to assure you that we are, and will continue to, do everything we can to ensure your safety, health, and wellbeing.