

Coronavirus (COVID-19) Update

FREQUENTLY ASKED QUESTIONS – April 6, 2020

Q: Is there a new development at The Waters Senior Living related to the COVID-19 situation?

Yes, and we have other updates, too. Ever since the beginning of the COVID-19 public health concern, we have complied with HIPAA privacy requirements and have been following guidance from the MN Department of Health (MDH). While we will continue to do this, now, with the news that we had two Communities with confirmed COVID-19 Cases, we want to share the following information with you.

Q: Which Waters Communities are the COVID-19 Cases in?

The MN Department of Health has confirmed COVID-19 Cases in two Communities: The Waters of Edina, MN and The Waters of White Bear Lake, MN.

Please note: *Originally the MDH list stated that our White Bear Lake community had a COVID-19 case. We are pleased to confirm that the individual who tested positive and was in the hospital has now been retested with a negative result. This means we currently have NO COVID-19 CASES at our White Bear Lake Community.*

- It's important to also know that there are currently **NO resident** COVID-19 positive cases in seven out of nine of our MN communities; nor in our Pittsburgh or Milwaukee Waters Communities.
- In addition, we have **NO confirmed** COVID-19 cases among our 1,000+ Team Members companywide.
- Please know that whenever we have a COVID case confirmed by the MDH, our first priority is to provide transparent and immediate communication to the residents, their family members and all Waters Team Members. Our first priority remains to keep everyone safe and healthy.

Q: When we have cases in a community, how accurate are the number of cases reported day-to-day?

We share the number of cases current as of the day that we are communicating. It's important to know that we are beginning to see confirmed cases, now recovering. When a case is thought to be recovered, the resident is re-tested and, if confirmed negative, then they are no longer included in the current number that we share.

Q: What changes once a community has a confirmed case of COVID-19?

- Immediately upon confirmation of a positive COVID-19 case, the MN Department of Health assigns a Case Manager who provides guidance on how to proceed.
- Our Waters Team immediately adopts and executes the use of a comprehensive COVID-19 Containment Checklist, which includes guidance from the CDC, the PA, WI and MN Health

Departments, our industry partner association, Leading Age, as well as our Waters COVID-19 Task Force. This Checklist is executed to ensure the utmost precautions are taken to ensure all actions related to infection control are properly implemented.

- *The Department of Health continues to affirm that we have been extremely proactive with enacting stricter precautions and protocols over the past several weeks, than the Centers for Disease Control and Prevention recommended. They applauded all of our prevention and control efforts, as well as our communication during this difficult time.*
- Per the Department of Health, anyone exposed goes through a risk assessment to determine if self-isolation at home is necessary.
- We continue to work closely with and take guidance from the MDH to monitor the symptoms of all residents and staff.

Q: How does the Waters continue to protect everyone who lives in or works at the Communities affected?

- **We continue aggressive, proactive infection control measures and screening procedures.** In addition, we have followed all recommended guidance from the Centers for Medicare & Medicaid Services, the Centers for Disease Control & Prevention (CDC) and the MDH to protect our residents and staff from this virus and will continue to take every action possible to prevent it from spreading in our setting.

Q: Will there be new protocols for all employees and volunteers to wear masks, per the CDC and MDH recommendations?

YES, and The Waters actually proactively implemented the requirement BEFORE the CDC and MDH recommendations. ALL Team Members are wearing face masks and PPE, even if there is not a confirmed COVID-19 case in a community, and this practice will continue for the safety of all Residents and Team Members.

Q: Are there masks made available for residents to use?

While we are unable to lend surgical masks to our residents because it is essential that we reserve these for our health care team members, if residents and their family members have access to a resource that will provide homemade cloth masks, residents are welcome and encouraged to wear these. For your convenience, here is a link to a resource with guidance on how to properly make a mask:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

Q: How does the Waters ensure that it has a “ready” supply of PPE available?

The Waters Corporate Emergency Preparedness Team monitors supply inventory on a daily basis and has a range of supplier and vendor relationships. Our teams have been trained in the proper usage of PPE, as well as how to be most efficient with usage. The Waters also maintains a flexible reserve inventory of the most frequently utilized supplies. The reserve items are located at our corporate office so that if there was an immediate need in a community, we can get supplies to that community in as little time as same day (next day

for PA and WI). Additionally, our communities have already proactively established isolation toolkits (CDC approved PPE supplies) in the event of a positive case.

Q: What about “Sheltering in Place” in MN or “Safer at Home” in WI and PA? Are these practices continuing?

Yes. Please know that we continue with the “**Shelter in Place**” and “**Safer at Home**” precautions **based upon guidance from the CDC and Departments of Health in MN, PA and WI**. It is essential that we have the support and cooperation of each and every resident with all the precautionary measures we have implemented in all of our Communities. The MDH strongly advises these critical prevention measures to minimize any spread of COVID-19.

Q: What can any resident or Team Member do to protect themselves?

Continue to follow CDC guidelines for standard hygiene practices to help mitigate Coronavirus risk.

These are:

- 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.
- Avoid close contact with other people.
- Stay in your apartment home as much as possible to help prevent the spread. *(Residents)*
- Stay home if you are sick. *(Residents and The Waters Team Members)*
- Cover your cough or sneeze with a tissue, then throw the tissue away, and wash hands again.
- Frequently clean and disinfect touched objects and surfaces. Contact your supervisor or nurse on duty if you are unable to locate disinfectant products and supplies.

Q: Is the Waters still accepting new “move-in” residents in Communities where there are confirmed COVID-19 cases?

No, we are NOT accepting new move-ins in communities with confirmed cases.

Q: Are Waters Communities WITHOUT any confirmed COVID-19 cases accepting new resident move-ins?

In a community WITHOUT a confirmed case, it is determined on case-by-case basis. For the safety and wellbeing of all existing residents and team members, we ask any potential new residents who wish to move in to agree to self-isolate and be monitored for 14 days. This is an extra precautionary measure, in addition to the new resident meeting the requirements of the Health Screening PRIOR to entering a community.

Q: Will The Waters Corporate Emergency Preparedness Leadership Team continues to monitor this public health concern daily?

YES! Please know that The Waters Corporate Emergency Preparedness Leadership Team continues to monitor this public health concern daily. Our commitment is to promote the safety, health and wellbeing of everyone who lives in or works at The Waters Senior Living. As valued residents and family members, we will continue to keep you informed and to be transparent about any new developments.

Q: How can I continue to stay informed?

You are always welcome to contact the Executive Director of the Community that your family member is living in. You are also invited to visit THE WATERS SENIOR LIVING WEB SITE to stay informed of any changing developments at <https://www.thewatersseniorliving.com/>