



FOR OUR RESIDENTS & FAMILY MEMBERS

FAQ's – Frequently Asked Questions – COVID-19 Public Health Concern

(3-16-20)

As we continue to monitor the CDC and World Health Organization's daily updates and implement preventive measures around this public health concern, we'd like to respond to additional questions that have surfaced. We continue our commitment to keep you informed of our progress to minimize the risk of COVID-19 in our Waters Communities.

The information below represents our practices in a variety of areas important to our Residents and their Family Members safety and wellbeing. These practices will remain effective until further notice. Please know that we continue to monitor this situation DAILY and will keep you informed if anything changes.

Q: Will I be screened as a Resident in the Waters Community? (Screen is internal to Waters and is NOT the COVID-19 test)

At this time, if Residents have any of the symptoms below, yes, we will be conducting the Waters Resident Screen, collaborating with healthcare providers, and will be in contact with family members. Note that this screen only asks the questions about symptoms, exposure to people known to have acquired COVID-19, and have traveled to Level 2 and Level 3 affected geographical locations. This is NOT the COVID-19 test. The Waters Health & Wellbeing team will collaborate with Healthcare Providers on any next steps as required.

The symptoms can include:

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

It is 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)

In addition, we strongly discourage Residents from going in and out of the Community at this time. Doing so only increases the risk of a potential spread of the COVID-19. For this reason, we are requiring Residents to complete the Resident Screen each time they return to the Community from an errand or other outside trip. Please speak with your Executive Director or designee for specifics to your Community.



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Q: Will Residents who have been in the hospital or in a TCU be able to return to their apartment at the Waters?

Yes, Residents who have been hospitalized or have been in a TCU will be able to return to their apartment at the Waters. A member of the Health & Wellbeing team will conduct a daily screen (The screen is internal and is NOT the COVID-19 test) and will conduct a daily temperature reading for 14 days, initiated the day of return.

Q: Will Team Members (employees) be screened? (Screen is internal to Waters and is NOT the COVID-19 test)

Yes. Our Team Members will be screened each day upon entering the community. We will follow guidance from the CDC and state associations for Healthcare workers.

Q: Is the Waters restricting visitors?

Yes, the Waters is limiting visitors to ONLY people assisting with the health services or medical needs of Residents (or “business essential” personnel, for example, building maintenance). Because our communities have both Senior Living and Specialty Care Residents, please communicate with the Executive Director or designee on specific Visitor guidelines within both areas of the Community.

“Health-Services or Medical Necessity” includes:

- Personal Care Attendants
- Therapy personnel
- Hospice personnel
- Family/Representatives that assist in the provision of health-related cares/tasks like:
 - Set-up of medications for a parent
 - Wound care
 - Ostomy/Catheter care
 - Glucose monitoring
 - Specific cases as determined by Executive Director
- Families visiting their loved ones, related to compassion care/active dying, such as end of life situations

NOTE: At this time, Salon or Masseuse services are **NOT** considered essential.

Please note: We are requiring a screening each time a health, medical, or business essential person comes into the community. We ask that health, medical, or business essential Visitors connect with the community Executive Director or designee to confirm visiting plans.

Q: Can I bring my mother or dad in and out of the Community?

In the best interest of the safety and wellbeing of all of our Residents and Team Members, we strongly discourage family members from taking a Resident in and out of the Community at this time. Doing so only increases the risk of a potential spread of the COVID-19. We ask for your support and cooperation. If adult



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family members are determined to bring their parent in and out of the Community, please let us know in advance and we will arrange to bring your family member down to the front door. Please know that each time ANY ONE leaves and re-enters, each person will be screened.

Q: Are large group activities still being held?

As a measure of safety and social responsibility, we are now instructing our Communities to focus on small group activities (10 people or less, distanced by a minimum of 6 feet apart) and we are discontinuing the hosting of and participation in all “large scale” events and activities, internally or externally. This includes:

- Resident excursions on the Waters branded buses to large venues, like theatres, expo’s, etc.; these are being postponed or cancelled and may be rescheduled at another future date.
This includes trips to Walmart, Target, grocery stores, etc. Please contact your community Executive Director/Active Life Manager to discuss alternative arrangements.
- Any Resident or potential Resident events in partnership with other external organizations have been temporarily postponed or cancelled.
- **Note:** *Our Residents are being encouraged to thoughtfully evaluate where they elect to go and what activities they choose to participate in. Please know that if you choose to leave the Community, you will be Screened each time that you return.*

Q: Are Residents still continuing to eat in the Dining Room?

The CDC is recommending cancelation of communal dining due to the risk of COVID-19 spread. For this reason, the CDC is recommending social distancing (e.g., limiting people being in close proximity to each other for periods of time; ideally people should keep about six (6) feet apart). Between now and Wednesday, 3/18, our communities will be completing the steps to move to delivering 100% of meals to our Resident apartments. Please know that we are doing everything we can to maintain infection control and we continue to follow guidelines from the CDC.

Our Team Members are taking extra precautions and employing diligent actions to maintain a clean, sanitized meal delivery experience.

A few things to know and consider as we gear up for the change to full meal delivery:

- We ask that if Residents have any of the symptoms of COVID-19 as identified above, that they report those symptoms to the Executive Director or Health and Wellbeing leaders, and remain in their apartment for meals, immediately.
- Our Team Members will deliver a meal to Residents, free of delivery fee, during this public health concern period.
- Until the full meal delivery is implemented fully, and if the Dining Room/Restaurant is open for one or two more days, all Residents are asked to sanitize their hands using the gel sanitizer provided BEFORE entering the Dining Room/Restaurant.



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- Please note that we will take extra steps in our Specialty Care area to provide staggered meal delivery to small groups of Residents with mindful distancing, while at the same time, ensuring safety and supervision as indicated.

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.
- 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 is the process for family members who have fobs and can access the garage?

We ask that ALL visitors follow our recommended actions for Visitor Restriction as outlined above. We have enacted a central point of entry into our Communities.

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 someone is displaying symptoms of a cold, flu or Coronavirus, please call your Community Executive Director or Health & Wellbeing team to inform them of your concern.

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).



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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.