

Coronavirus (COVID-19) Update - March 24, 2020

SHELTER IN PLACE - NOW EFFECTIVE

To: Our Residents and Their Family Members

At the Waters, our first priority continues to be the safety, health and wellbeing of our residents, their family members and our Team Members. This is why now, as the number of COVID-19 cases are increasing in the states where The Waters is operating (MN, WI, and PA), we want to inform you about new measures that are **necessary and mandatory to implement**, to reduce the likelihood of any spread of the Coronavirus.

Effective Tuesday, March 24, 2020, we are implementing “Shelter in Place” precautions based upon guidance from the CDC and State Departments of Health (MN, WI, and PA). Here is what this means:

- **“Shelter in Place”** refers to a requirement that all residents are “homebound”, which means they are to stay inside their “apartment home” and only come out for necessities or brief exercise. This is a critical intervention to minimize the risk of exposure to you or others. *Just as important as residents remaining inside their apartment homes, it is equally important to limit the number of people coming in.*
- **Meal delivery** will continue, with the following adjustments:
 - A team member will knock on the door and, while maintaining six feet of distance, will allow the resident to retrieve their meal. Please know that all carts used for meal delivery are disinfected regularly.
 - For Residents in Specialty Care we will continue to follow the MDH guidelines and stagger meal times, while promoting social distancing.

Q: What impact will “Shelter in Place” have on health and wellbeing activities for residents?

- **Health and Wellbeing Activities will now be “self-guided” and enjoyed within your apartment home.** Please be assured that our Active Life Managers will be conducting regular “check-ins” with residents and **encouraging residents to use phone or video technology (FaceTime) and texting for communication.** *We want our residents to remain in touch with their family members and friends.*
- Our Active Life Managers will provide a printed menu of available “activities” and residents will be asked to specify the items they are interested in and then the activity items can be delivered to the outside of the resident’s room. **Examples include:**
 - **Suggesting that residents’ journal or write a letter to a grandchild or family member during this time.** Residents will be given a weekly list of topics to journal their thoughts around.
 - **Preparing “self-guided” in-apartment activities to residents, like:**
 - Brain Teasers
 - Word Searches
 - Crossword Puzzles
 - A Self-Guided Daily Exercise or Stretching suggestions

- **Providing a “Reference Sheet” for what TV channels our residents might be able to find “light hearted” programs on.** For example, Andy Griffith, Carol Burnett, etc. or The History Channel or TPT Channel 2 which often provides interesting stories and information.

PLEASE NOTE: *Community Health and Wellbeing Studio’s will NOT be available for use, given the “Shelter in Place” mandate. Please understand that this is for our residents’ protection.*

Q: What is the direction regarding active life activities relative to Happy Hour, Bingo, Card Playing and Board Games?

These *group* activities are being entirely discontinued, however, if residents wish to play cards (i.e. Solitaire, for example) or put puzzles together, they can choose to do so in their own apartment homes.

Q: Is it acceptable for residents to continue to receive postal mail/letters from family members and friends?

Yes. Mail delivery will continue. The CDC, the World Health Organization and the Surgeon General have indicated that there is currently no evidence that COVID-19 is being spread through the mail.

Q: Will alcoholic beverages be DISCONTINUED?

Yes, the serving of wine and beer is entirely **discontinued** in the Community.

Q: Will my housekeeping services change?

To align with guidance from the CDC and the MN Department of Health, and in an additional effort to proactively protect our residents and our team members, we are suspending **OR** reducing housekeeping services for independent residents who are currently not enrolled in medical services. This effort will help minimize non-essential interactions taking place, while allowing critical extra time to be focused on the cleaning and disinfecting of all common areas and daily touchpoints (public restrooms, handrails, chair arms, door handles, elevators buttons, tables, etc.) to ensure the safety, health and wellbeing of all who live and work in our Communities. **Contact the Community Executive Director with specific questions, please.**

In addition to these new measures, we continue to:

- **SCREEN “ESSENTIAL” PERSONNEL**

At this time, it’s essential that “only medically essential personnel” are permitted to enter the communities and only if they exhibit no symptoms. They will continue to be screened. “Essential Personnel” hours may now be limited.

- **ELIMINATE ALL LARGE OR SMALL COMMUNITY SPONSORED EXTERNAL/INTERNAL EVENTS**

As a measure of safety and social responsibility, we have discontinued all “large or small scale” events and activities, internally or externally. This now includes Rise ‘n Thrive and Faith Services.

Note: *Our Residents are being asked to comply with the new “Shelter in Place” precautionary measures for their own health and wellbeing.*

- **REMIND RESIDENTS AND TEAM MEMBERS WHAT THEY CAN DO TO HELP PROTECT THEMSELVES** To help minimize the probability of spreading or being exposed to the Coronavirus, residents and team members are being asked to 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 who are sick.
 - Stay home (or 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.
- **SCREEN THE WATERS TEAM MEMBERS** – We are continuing established screening protocols for our valued Team Members upon their arrival each day.

Please know that The Waters Corporate Emergency Preparedness Leadership Team continues to monitor this public health concern daily. These measures are implemented out of an abundance of caution, and based on CDC and State Health Department recommendations, to ensure the safety and wellbeing of anyone who lives in, works at, or provides a “medically essential” service in one of our communities.

As always, if you have any questions that you’d like to discuss, please feel welcome to contact the Community Executive Director.

You are also invited to submit your questions to:

COVID-19@thewaters.com

<https://www.thewatersseniorliving.com/>