



SILVERADO Belmont Hills Updates

November 6, 2020

Dear Silverado Families,

Our community continues to be COVID-19 free. We continue to test 25% of our associates weekly.

I am enclosing a "Resident Fact Sheet PIN" that the Department of Social Services (DSS) is requiring to be given to residents; however we are forwarding to responsible parties due to the fact our residents have dementia and we are a specialized memory care community. This is not a requirement with DSS; however, in the spirit of transparency we are forwarding to you. This is just one illustration of how county agencies do not always understand our resident population.

Included in this PIN #20-38-ASC are requirements specific to residents leaving our community for external appointments or visits to family homes.

If you have any specific questions regarding the PIN, please feel free to contact me directly. With the holidays upon us, we know how important visiting and connecting with your loved one at Belmont Hills is, we just want everyone to be safe.

For now, visits continue to be Tuesday through Friday and on Sundays. We ask you to call the front desk and schedule a visit the weekend in advance for the upcoming week. We are attempting to be fair and consistent with all Silverado residents and their loved ones.

For visits please drive past the front lobby and turn left, you will see the visiting area for family. An associate will assist you with the head set and answer any questions you may have for your visit. Please be on time and visits are limited to 30 minutes, which allows us time to sanitize both resident and family areas in between visits. Some residents and families are utilizing a fence visit, if a resident has difficulty sitting and/or hearing.

Visit times are at 10:00am, 11:00am, 1:30pm, 2:30pm and 3:30pm. Face Time, Zoom calls and telephone calls remain available. Please continue to contact the front desk to schedule.

The front desk will start scheduling visits again on Saturday, November 7, 2020 after 2:00pm. Please be patient with the front desk associates. They will do their best to answer the phones and get you scheduled.

There are times when we will accommodate an out of town visitor. If you call exactly at 2:00pm and your preferred time is taken, this may be the reason.

We will be increasing visits for the week of Thanksgiving. The schedule will be shared with you as soon as we confirm available days and times.

Please know, Silverado will be having a traditional Thanksgiving meal for all our residents and associates who are working on Thursday, November 26, 2020.



Our engagement team will take photos and share with families who have allowed their loved ones to be photographed.

I strongly discourage families from taking their loved ones out of our community for a holiday visit. If you decide to do this, it is your right. Silverado home office has requested that any family who takes their loved one out, to complete the enclosed "Infectious Disease Protocols for COVID-19".

Please know we are so thankful to not have COVID-19 in our community and are working hard to keep it that way!

Family Council Update:

To obtain meeting connection information and/or to be added to our Master Contact List for Family Council communications, please contact us at:

familycouncilsilveradobelmont@gmail.com

*** FYI * Next Month's General Meeting is: Saturday, November 21, 2020 - 10:30-12:00PM**

(Family Council General Meetings are typically held on the 3rd Saturday of every month, unless otherwise noted)

As always if you have any questions, please feel free to contact me.

Sincerely,

Joan Newman

Administrator

Email - joan.newman@silverado.com

Resident Fact Sheet for Provider Information Notice (PIN) 20-38-ASC, Updated Guidance on Coronavirus Disease 2019 (COVID-19)

We have prepared this **Resident Fact Sheet** as a companion to **PIN 20-38-ASC** to inform you of guidance we've provided to your care providers concerning your care.

A Note to Continuing Care Retirement Community (CCRC) Residents: If you live in a CCRC independent living unit and do **not** receive assisted living services, you may not have to be tested as often as the residents who do not live independently. There are exceptions though: when you **move** into a facility; are **exposed** to or have **symptoms** of COVID-19; and **live or commingle** with residents receiving assisted living services. Certain visiting restrictions also may not apply to you.

TESTING IN RESIDENTIAL FACILITIES

- **The Department of Social Services has advised your facility to:**
 - **Test** you **before returning** to your facility from a stay at a **hospital or skilled nursing facility** if there was no known exposure and you do not have symptoms.
 - **Retest** everyone in your facility as soon as possible **after** someone in your facility **tests positive** for the virus. They should also retest everyone in your facility at least **every 7 days** until there are **no new cases** of COVID-19 in your facility.
 - **Screen** everyone in your facility at least daily for COVID-19 who has **no virus symptoms**. The screening process consists of taking your temperature and checking for coughing and respiratory symptoms. They should also **isolate** everyone who has **COVID-19 symptoms**.

If you need to get tested but **cannot access testing**, the licensee should instead do the things listed below.

- **Quarantine** you if you do not have symptoms, and until **at least 14 days** have passed since the most recent date of exposure to COVID-19; or
- **Isolate** you if you have symptoms, and until **all** of the following conditions are met:
 - At least 1 day (24 hours) have passed since you stopped having a fever without the use of fever-reducing medications, like Tylenol or Robitussin;
 - Your coughing and shortness of breath has improved or subsided;
 - **At least 10 days** have passed since your symptoms first appeared.

A licensee should **not require** that you get tested, quarantine, or isolate if:

- You or other residents **had the virus** and completed the **isolation at the hospital or SNF**. However, if the isolation period was not completed at the hospital or SNF, you will need to continue to isolate at the facility.

- You are **returning** from: a **hospital visit** (e.g., emergency room visit); **outpatient care** (e.g., dialysis visit, mental health treatment, or other medical appointments); or an **outing** (e.g., visiting friends, family, a casino, or a hair salon, etc.).
- If you were exposed to COVID-19 during an outing or if you have symptoms of the virus after an outing, the facility will require you to be tested.

COMMUNAL DINING, ACTIVITIES, AND FACILITY AMENITIES

PIN 20-38-ASC advises the licensee of your facility that if you or other residents **contract or were exposed to COVID-19**, you should not participate in communal dining, group activities, access shared facility amenities or equipment, or obtain facility salon services until:

- You get a negative test result; or
- You have been cleared by the local health department; or
- You have been isolated or quarantined for the appropriate length of time and your symptoms, if any, have improved.

Also, even though some counties do not allow for indoor dining and indoor gyms, you may still use your facility's dining room and fitness equipment or gym as long as residents, staff, and visitors are adhering to infection control guidelines (e.g., screening and testing, requiring face coverings, physical distancing, and outdoors if possible). Facility salons may operate indoors with modifications, and all licensed salons must follow conditions of their licensure.

VISITATION

PIN 20-38-ASC advises the licensee of your facility they must allow you **essential visits**, virtual visits (i.e. video calls) and **scheduled outdoor visit** at all times. Essential visits are: **medically or legally necessary** visits; visits from **social workers**; **government health and social services agency** visits; visits by **service contractors** necessary to maintain facility operations; or visits mandated by **court order** or **federal law**, such as visits by Adult Protective Services or the Long-Term Care Ombudsman.

Your facility may also allow for **scheduled indoor visits** as long as your facility is not experiencing:

- **new transmission** of COVID-19 for **14 days**;
- **staff shortages**; or
- shortages of **Personal Protective Equipment** and **essential cleaning supplies**.

For all visits, visitors should be **screened** for symptoms or possible exposure to COVID-19. Everyone involved in the visit must wear a **face covering** unless they are exempt and should stay **6 feet** apart from you.



Infectious Disease Protocols for COVID-19

Research has shown that those people living with dementia are at higher risk of death, hospitalization and severe disease if they contract COVID-19. In order for us to protect all of our vulnerable residents from COVID-19 transmission, we ask that you strictly follow the protocols below on any visitation or trips outside of our community with your loved one.

I _____, as this resident's Responsible Party, acknowledge and understand the COVID-19 transmission notice described herein. Further, I understand and will use best efforts to follow precautionary measures to reduce the risk of the resident contracting COVID-19 on this trip out of the Silverado community:

- Use best efforts to practice social distancing of at least 6 feet.
- I understand that it significantly reduces risk if activities occur outside in well ventilated areas.
- I will wear a mask and use best efforts to keep a mask on my loved one.
- Use best efforts to avoid crowded areas.
- I will wash my loved one's hands frequently, understanding that COVID-19 can stay on one's skin for up to 9 hours
- I will remind my loved one of good respiratory etiquette.
- If we are exposed to anyone with known COVID or any COVID-19-like symptoms (fever, cough, shortness of breath, chills, night sweats, sore throat, nausea, vomiting, diarrhea, tiredness, muscle or body aches, headaches, confusion, or loss of sense of taste/smell), we will notify Silverado immediately.

Responsible Party's Signature

Date

Resident's Name (Please Print)