

April 9, 2020

LindenGrove Communities is committed to keeping our staff, residents, families, and business partners informed of our preparedness and response to the COVID-19 pandemic. We understand how disturbing the current national and local news can be. We hope to reduce your sense of worry by providing you with the most up to date information about what is happening at LindenGrove. Through our 30 years of caring for seniors, our infection control policies and procedures have been developed with one main goal: keeping our residents and staff healthy.

Special Task Force

In early March we established a COVID-response task force that began a daily focus on the development and implementation of precautions to protect against the COVID-19 virus.

- The task force communicated with staff about the preparedness and response plan and continues to update staff as changes occur due to new guidance from the CDC.
- We engaged with state-wide and national senior care leaders through our membership in LeadingAge to remain aware of daily updates in national and state directives.
- We monitor daily communications from the Centers for Medicare and Medicaid Services (CMS) regarding COVID-19 information and precautions.

Precautions Implemented

- Our team has implemented heightened screening of our residents and staff for acute respiratory illnesses and symptoms of the COVID-19 virus. If staff show symptoms, we remove them from the schedule. In the event that a resident shows symptoms, we will refer for appropriate testing and follow our isolation procedures.
- All staff working in our facilities must wear a surgical grade face mask during their shift.
- We posted signage across all our campus locations providing information about restrictions and screening requirements.
- We implemented screening processes for everyone entering the campus.

- We implemented visitor restrictions at all locations with consideration for end-of life situations.
- We require that any essential visitor or staff experiencing respiratory symptoms notify us and refrain from entering any LindenGrove facility.
- We prohibit entrance by any essential visitor who we are aware has traveled outside of the US or has been on a cruise ship in the previous 14 days.
- We follow CDC travel screening directives and restrict visitor and staff entrance per those directives.
- We cancelled outside group functions/activities for all our campuses.
- We cancelled group activities in our buildings are practicing social distancing in common areas.
- We've created a special page on our website for those outside of LindenGrove to send a personal message to a resident.
- We have revised the staff assignments to reduce floating across multiple locations.
- We have implemented a method for resident telehealth visits with a physician, when appropriate.
- We have communicated our new policies to vendors and contractors, and we require them to follow our infection control procedures.
- We provided training for staff on safe handling and infection control protocols.
- Assessed and added to our supply of disinfectants and protective equipment.

Continuing to Evolve

- Our leadership team and task force continue to review the changing knowledge about this virus as it is provided to us. We revise our practices to align with the CDC as well as our state and local health officials.