

Coronavirus Q&A March 16, 2020

This week, the impact of Coronavirus has exploded around the world. It is an unprecedented time. At Landis Communities, team members are carefully monitoring and implementing government regulations and protocols. We are also committed to doing all we can to maintain open communication. Our number one priority is the health and safety of all residents, clients and staff.

Key team members have been meeting regularly to discuss question and next steps. The answers noted here reflect the current protocol being implemented. Check Landis.org or Facebook for additional information.

1. What is the current procedure to screen team members and visitors to Healthcare and Personal Care settings?

- Visitors are not being accepted in Healthcare and Personal Care settings, except at end of life.
- Approved visitors (end of life only) and team members are screened with the following criteria, as directed by CMS:
 - o Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
 - o In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
 - o International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit:
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
 - o Residing in a community where community-based spread of COVID-19 is occurring.
- Temperatures are being checked.
- Visitors are signing in and receiving a badge.

2. What additional measures are being taken?

- Visitors – beginning 3/16, no visitors are allowed on the Landis Homes campus, including Residential Living. This includes family members. Exceptions will be made for essential caregivers, like Landis at Home, and situations where a resident is near end of life.
- Entrances – there is one entrance open to the Landis Homes Campus. Entry points to all Landis Communities locations have been limited.
- Screening – Screening protocols are in place at all Landis Communities location. Some are self-administered screening locations.

3. Will residents be able to leave their place of residence?

Yes, but all are strongly encouraged to stay home. Please carefully consider leaving your home to visit family members, particularly where there are children in the home. There is some indication that children are not coming down with the virus but could be carriers. If help is needed with getting groceries or other errands, systems are in place at Landis Homes. For other locations, Landis at Home or Just One Call can provide assistance.

4. How are team members preparing to assist if others are out with the virus?

- Survey – a survey has gone out to all team members asking for their availability to help in the event of an emergency.
- Cross training – based on the survey results, small group training will begin this week to prepare a larger number of staff to help with things like dining, housekeeping and laundry.

5. What are the most important things residents and clients can do now to prevent Coronavirus?

- Wash your hands
- Do not touch your face
- Practice social distancing
- Stay informed through the following links:

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>

6. What if someone thinks they may have the virus or have been exposed?

- Do not leave your residence
- Call the residential nurse (Landis Homes) or family doctor for further instruction

7. Why are we doing all these things now when there are no cases in Lancaster County?

- To be clear, there are no documented cases in Lancaster, but there are likely many cases here.
- This is a proactive verses a reactive response that we believe will save lives.

8. What is next?

- This is a fluid situation and any of the information shared today could change at any time. We will continue to communicate as often as possible.
- Contact Jenny Sheckells with questions/concerns at jsheckells@landis.org or 717.381.3573.
- We are a community of neighbors helping neighbors. This might look a little different now as we also try to protect our neighbors. Please be diligent in following these protocols and encourage those around you to do the same.