



Symphony Senior Living
In concert with your life

March 26,2020

**Covid 19 Update for Families and Residents:
Testing, Drop Offs, Team Members, New Admissions, Phone Scams**

Dear Team Members, Residents, Family and Friends:

This is an update of the ongoing Covid-19 virus isolation and also some new guidance on a couple items. We have made it through two weeks since the beginning of the initial restrictions and changes in daily life. Our teams have done a great job, with keeping things positive and lively in the communities. They have also done a wonderful job posting on Facebook and keeping everyone as informed and communicating as possible. We appreciate all our families and friends on the “outside world” for your support and understanding.

As things stand, we currently have no major illnesses in the homes relating to covid 19 and we have no positive Covid residents or staff. We have a very defined protocol for testing, and it is managed through our doctors. A doctor is the only one allowed to order a test, but once a test is ordered then the lab will prioritize the results of residents and staff in retirement homes over general public. We will ask our house doctors to order tests if we are concerned about a resident or staff member. Where a resident is not a patient of the house doctor AND we can not reach the primary care physician in a very timely manner, we are asking our house doctors to assist with the evaluation and order.

We need to continue to safeguard the community and the residents and staff from any possible source of infection. The virus can live on surfaces for 7-9 hours, to best of the medical community’s knowledge. **Therefore, we need to ask family to stop ANY “drop offs” of care packages, food or incontinence briefs to the community.** The main items being dropped off right now seem to be food items/snacks/ incontinence products/ mail. Below is how we are offering to handle each of these. If there is something you think is absolutely required for your loved one that is not addressed here, please contact your executive director to discuss the specifics of the needed items.

- We will ensure that all residents in isolation and otherwise can order snacks and small items of food for their rooms from our kitchen, we have a strong food supplier and they are following COVID-19 screening protocols.
- Incontinence Products (pads, wipes, creams, etc): we will put all residents not on our incontinent plans currently, on a ALL PRODUCTS plan **for 30 days for free**. If you are bringing in products currently, our team will provide you with more information on this program and benefits. All new move ins are no longer allowed to self-supply incontinence products due to the amount of time required for our team to inventory and remind family to bring products, in some cases. After the 30 days, an incontinent plan charge will begin, we will discuss with each family specifically their needs and any concerns at that time.
- Mail - unless the mail is urgent, please hold mail for the next two weeks. If it is letter or other item you can scan/photograph and email to us and we can print and hand to the resident.



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- Anything that cannot wait (or deliveries in transit) for some other reason please let the ED know and discuss: we will wipe, bag and seal the items (no perishable items will be allowed) and isolate them in an office for 24 hours before delivering to the resident.

We have also been actively working with staff to ensure they are supported to the best of our ability. We have implemented a few items, such as staff meals on every shift, anyone needing to book off will call the Executive Director directly, so they can discuss the situation, as they need to determine next steps if an illness or can provide assistance if it is something else that we can help with. We are also taking staff temperature checks at every shift change, to ensure any preliminary symptoms are found as quickly as possible. Our teams are doing an amazing job and so many have risen to above and beyond in so many ways!

You should also know that **we are continuing to admit new residents** as the medical community and the broader community need us to continue to serve and to assist in discharging vulnerable seniors out of hospitals, as they either recover from non-covid illnesses or are unable to return home. We have implemented several new screening tools for new admissions. All new admissions (even short stay respite) are required to isolate for 14 days when they move in. Anyone that comes from a communal environment (ie another retirement home or LTC) will go through additional screening and consideration before we approve a move in. Each case is considered specifically and individually. **Symphony's priority is our current resident's, staff and keeping the virus out of the community.** To that end, we may deny some new admission applications if we feel the risk is too great to the current residents and team.

Finally, when ever there seems to be a crisis we see the best of humanity and the worst. We have been very lucky with our teams, residents, families and friends and the best rising to the surface. **However, we have been made aware of recent incidents of phone and internet scams reaching our residents.** In this age of connectivity and the internet, we must be super vigilant! It is so easy, to fall prey to scams that appear valid. IF you or your loved ones are worried please TALK to the EXECUTIVE DIRECTOR immediately. Do not be embarrassed, it is easy to do, we have all fallen prey to seemingly legitimate scams – its just how far down the rabbit hole did we fall! So please report to us and let us help you. **NEVER give out your social insurance number, banking information, visa card number, passwords or other personal information over the phone or internet.** Never click on links in emails. No bank, government or other legitimate service provider contacts people via email and if by phone, ask for their information and call them back! **If not sure, stop and tell who ever you will call them back or take the number / email to the Executive Director to look at.**

That's all for now, we are working hard every day to get ahead of all possibilities. Your teams and management have been juggling so many new situations, so please bear with us and keep the communication, open and positive and WE WILL GET THROUGH THIS TOGETHER!!!

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