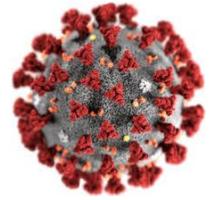


The Birches Assisted Living Pandemic Influenza Plan Coronavirus 2020



Residents and Family Members,

The below is our detailed plan of what to expect should any of our residents go on isolation for COVID-19 or related influenza symptoms, or if The Birches has to initiate our Lock-Down policies.

This was developed with guidance from the CDC, Illinois Department of Public Health, Illinois Department of Human Services' emergency preparedness department, DuPage County Health Department, and the best practices The Birches' has implemented when it comes to managing symptoms and isolating residents at The Birches, to reduce our chance of outbreaks, throughout the year.

The Birches' is proud of the way our team has managed isolation precautions for our residents who show symptoms of fever, don't feel well, are ordered to be on isolation during antibiotic treatments, etc. in years past, and for knowing the importance of staying home if they aren't feeling well. Because we take these symptoms seriously amongst our team members and residents, we feel as prepared as we can be should COVID-19 reach our doors. This policy has been modified to specifically address COVID-19.

I've heard that it isn't "whether or not" we will experience COVID-19, but "when." Also, that it may no longer be considered "flu season," but "flu and COVID-19 season from here." Please take care of yourself and continue to practice standard hygienic practices wherever you go.

If there are any best practices that any of our residents or family members have experienced elsewhere, please send any comments or suggestions to jsander@birches.net or tina@birches.net as we are always interested in expanding our policies for the health and safety of our members.

Jacqueline Sander
Executive Director

Tina Stasukewicz
Director of Nursing

TO DATE, THE BIRCHES HAS ADJUSTED OPERATIONS TO INCLUDE:

- No outings until further notice. This includes Jewel Osco.
- No volunteers or visitors under the age of 18 until further notice
- Highly encouraged to only have "essential visitors" only such as caregivers, physicians, and hospice support. This includes administrative meetings as well.
- Only dining table linens at dinner until further notice
- Team members on 11-7 a.m. shift are cleaning/disinfecting, in addition to housekeeping and maintenance, frequently touched items in common areas such as doorknobs, handrails, telephones, faucets, etc.
- No deliveries to resident apartments by outside visitors; all deliveries will be dropped off by the front desk or in receiving area for Birches' team members to distribute
- All activities departments are using hard surface wipes or approved disinfectants before and after groups
- All activities departments are encouraging residents who attend groups to wash their hands with soap/water if a sink is readily available or offering a hand wipe to attendees
- The receptionists are disinfecting the main entrance doors, pens, and the front desk every hour during their shift
- Entryway Screening Questionnaire created by IDPH is posted for visitors (see attached)

- Entryway signs provided by DuPage Medical Group have been posted (attached if you want to share)
- Proper handwashing signs and preventative reminders are posted near all sinks at The Birches (attached if you want to share)
- Legacy Healthcare is doing handwashing before and after treatments
- Birches has prepared an emergency stock of necessary supplies for essential functions
- Birches has scheduled an in-service with team members to review our isolation precautions, practice return demonstrations of handwashing, review sick leave procedures, and prevention practices during flu season
- We have a resident meeting scheduled to review everything about COVID-19 and allow Q&A
- Our director of nursing will be popping into random activities and groups throughout the week to review standard preventative practices such as washing hands, coughing etiquette, disinfecting and cleaning frequently touched items, etc. with a return demonstration on how to wash hands properly
- All team members are required to do a return demonstration of handwashing techniques following our in-service
- Team members traveling out of state will be addressed on a case by case basis depending on recommended guidelines set by CDC and IDPH

PREVENTION STRATEGIES (CDC recommendations):

- WASH HANDS often with soap and water for at least 20 seconds
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
 - **If you are visiting at Birches, wash your hands in the bathroom by the entrance before walking through our building**
- Stay home and self-isolate if you are sick (don't work or visit The Birches)
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Cover your cough or sneeze with a tissue, throw tissue in the trash, and wash your hands
- Clean and disinfect frequently touched surfaces on a regular basis
- Wear a facemask if you show symptoms; self-isolate at home (**DO NOT COME TO BIRCHES**)
- Call your physician if you feel sick with fever, cough, have difficulty breathing, and have been in close contact with a person known to have COVID-19, or if you live in or have recently traveled from an area with ongoing spread of COVID-19. Your physician will work with IDPH and CDC to determine if there is a need to test for COVID-19. **For severe cases of symptoms, go to the Emergency Room for immediate support.**

WHAT RESIDENTS AND FAMILIES CAN DO NOW (and in case of other sicknesses throughout the year):

- REDUCE visitation to The Birches
 - Focus on other forms of communication such as Face Time, Skype, emails, phone calls, etc. instead of visiting;
 - Don't invite other family members or friends to visit unless it is for an essential purpose;
 - Do not visit if you are under 18 years of age;
 - Reduce deliveries or packages going to the apartment;
 - If you do have to visit, **practice preventative hygienic practices at all times and remind your loved one to do the same**
- STOCK UP on the following supplies for your Birches' apartment should you have to be on isolation:
 - Hand Soap
 - Paper Towels

- Hand Sanitizer
- Garbage Bags
- Gloves
- Kleenex
- Toilet Paper
- Electrolyte drinks such as Pedialyte, Gatorade, etc.
- Water bottles
- Favorite snacks, foods, and drinks
- DECLUTTER your apartment (so it is easier to clean and disinfect hard surfaces)
- PLAN AHEAD with things to do in your apartment/activities throughout the day (if you were to be on isolation for 14 days).

SUPPLIES BIRCHES HAS ON HAND (The Birches already has over-stocked these items and have it in storage for an emergency):

- Gloves for those on isolation
- Soap in bathrooms
- Hand sanitizer in common areas (CDC recommends minimum of 60% ethanol and ours is 70%)
- Paper towels in bathrooms
- Dissolvable laundry bags for those on isolation
- Garbage bags
- Cleaner and Disinfectant (for our team to use to deep clean apartments after isolation)
- Disposable gowns
- Disposable shoe coverings
- Hand wipes in common areas, activities, and dining
- Hard Surface wipes in common areas, activities, and dining
- N95 masks for direct care staff when caring for those on isolation
- Fluid-resistant masks for residents with symptoms (to use during care with our team)
- Disposable plates, utensils, and trays in case we have to shut down dining room

WHEN WE ISOLATE RESIDENTS AT THE BIRCHES, THIS IS WHAT IS EXPECTED OF RESIDENTS, TEAM MEMBERS, and VISITORS:

- Residents showing symptoms, will be on isolation confined to their own apartment until cleared by physician or nurses
 - Residents will call in their meal order (or our team will call the resident to help) to the dining room, and direct care staff will deliver all meals to isolated apartment (not servers); no tray delivery fee during isolation period
 - Residents on isolation will wear a fluid-resistant mask during direct care or assistance provided by The Birches
 - Direct care staff will wear a N95 mask during direct care or assistance
 - Disposable gowns and shoe covers will be used during direct care of assistance with toileting and showers
 - Disposable gloves will be used during all hands-on assistance
 - Dissolvable laundry bags will be used while transporting laundry to/from laundry room and managed by direct care staff
 - Direct care team members will dispose of resident garbage using gloves and tying garbage within the apartment before transporting.
 - A door sign will be placed on the door saying “Please See Nurse Before Entering” as a reminder to visitors to not enter
 - Nurses will check resident on a regular basis to check on symptoms

- Limited staff will be allowed within isolated apartment; an attendance record will be kept in the apartment to record all visitors coming in and out
- Deep cleaning of apartment utilizing our cleaner/EPA registered disinfectant will be scheduled after isolation period lifts
- Like you would need at home to get better, Residents are responsible for necessary supplies such as soap, paper towels, garbage bags, Kleenex, toilet paper, etc. within their apartment. The Birches will try to have extra stock available for apartments if needed.
- Families and Friends are **not** allowed to visit residents on isolation during isolated period unless it is for an essential function. If items need to be delivered, or if our team can help with anything, it is encouraged to call our team or deliver items at the front desk **only**.
- DuPage Medical Group's visiting physician, Dr. Nazim, will visit or check in on patients on isolation that are not his clients (if requested) to limit residents leaving for outside appointments/follow ups.
- If a resident has to leave isolated apartment for an **emergency** appointment, etc. families/residents will coordinate effort with our nurses. This way we can make sure hands are washed, fresh clothes are on when leaving apartment, etc.
- Per DuPage Medical Group, CDC, and state and county recommendations, if symptoms **cannot be managed** at The Birches under isolation, or if they worsen, **we will send residents to the ER** until stabilized to return home to The Birches.

IF (3) or MORE RESIDENTS ARE ON ISOLATION, THE BIRCHES WILL BE ON LOCK-DOWN. THIS MEANS:

- Residents showing symptoms, will be on isolation confined to their own apartment
- Residents not showing symptoms, will be isolated to their own floor
- Meals will be served on each floor similar to what we do in power outages utilizing disposable plates, utensils, and trays
- No activity groups until we have 2 or less residents on isolation
- Dining room will be closed until we have 2 or less residents on isolation
- No Beautician visits until we have 2 or less residents on isolation
- No visitors allowed during lock-down period. Essential visitors will be allowed such as physicians, caregivers, hospice providers, visitors for those on hospice, and emergency staff. Families and Friends are encouraged to call their loved one often, if not daily, to keep up spirit.
- No scheduled tours, vendor appointments, new residents moving in, and guests
- No transportation by Birches' team
- No deliveries to resident apartments by outside visitors; all deliveries will be dropped off inside the entry way vestibule and Birches' team members will deliver boxes with gloves to resident apartments. Medication deliveries will be dropped off by front desk and delivered by nurses.
- Residents and families will be **highly encouraged to reschedule** their appointments so they do not risk picking up a virus outside of The Birches. If a resident leaves Birches for non-emergency purposes and chooses to not reschedule outside appointments, they will have the option to (1) stay at their families or friends house on self-isolation for 14 days or (2) will be put on automatic isolation at Birches for 14 days.

Our policies will change as we learn more about COVID-19 and as we receive guidance from IDPH, CDC, and other government agencies.



Visitor Screening Questionnaire Notice to be posted at all building entrances

In an effort to protect our residents, clients, and patients, from illness we are screening visitors and volunteers. Please answer the following questions:

Within the past 14 days, I have traveled to a location
Where COVID-19 has been diagnosed or suspected. Yes No

Within the past 14 days, I have been in close contact
with persons who have traveled to a location where
COVID19 has been diagnosed or suspected. Yes No

Within the past 14 days, I have been sick
with a cold or the flu. Yes No

Within the last 7 days, I have had a fever. Yes No

Within the last 7 days, I have had nausea and
vomiting. Yes No

Within the last 7 days, I have had diarrhea. Yes No

I now have symptoms of a cold or flu. Yes No

I now have a fever. Yes No

Within the past 14 days, I have been around people
who have been or are sick with colds or flu. Yes No

Within the past 14 days, I have been around people
who were sick with colds or flu. Yes No

I have been nauseated or have vomited
or had diarrhea within the past week Yes No

**IF YOU HAVE MARKED "YES" TO ANY OF THESE QUESTIONS, PLEASE
POSTPONE YOUR VISIT FOR AT LEAST 14 DAYS FROM THE DAY YOUR
SYMPTOMS BEGAN**

Thank you for your understanding



You are experiencing fever or signs and symptoms of respiratory illness, such as cough or shortness of breath

AND

You have traveled to any of the listed countries below:

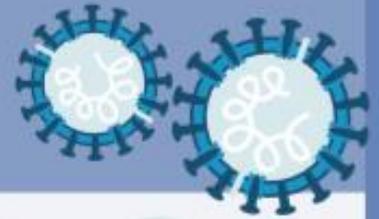
China, Iran, Italy, Japan, South Korea

To help protect others, please return to your vehicle, call 1-888-MY-DMG-DR (1-888-693-6437) and select option #3 for further evaluation and guidance.

DuPage Medical Group

WE CARE FOR YOU

Help Limit the Spread of COVID-19 & other respiratory diseases



Symptoms of COVID-19



Fever



Cough



Shortness
of breath

AND



Exposure to a person
known to have COVID-19

Prevention



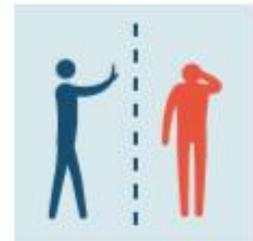
Wash your hands often with anti-bacterial soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer when soap/water is not available.



Avoid touching your eyes, nose, and mouth



Clean and disinfect frequently touched objects and surfaces with household cleaning sprays or wipes.



Avoid close contact with people who are sick

If You're Experiencing Symptoms



Stay at home
Do not go to work. Isolate yourself in your home from loved ones as much as possible.



Avoid others
Limit your exposure to others. Do not travel or visit public places.



Call your healthcare provider, do not visit a clinic unannounced
Your provider will direct you on where to seek treatment and the precautions to take.



Cover cough/sneeze with a tissue and dispose in the trash



Wear a facemask to avoid spreading the illness to others.

Five Steps to wash your hands the right way

1
Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.

2
Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers and under your nails.

3
Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

4
Rinse your hands well under clean, running water.

5
Dry your hands using a clean towel or air dry them.



DuPage Medical Group

WE CARE FOR YOU

March 3, 2020

Source: Centers for Disease Control and Prevention (CDC), CDC.gov