



## **Coronavirus (COVID-19) Update**

### **Non-Essential Visitors & Resident Activity**

Effective March 23, 2020

The Plaza Assisted Living continues to follow direction from the Hawaii State Department of Health, the CDC, and other local government authorities. Per recent directives from the Honolulu City & County's Mayor and the Hawaii State Governor's Offices, The Plaza Assisted Living will follow and enforce all relevant items outlined in the City's Emergency Order No. 2020-02 and the State's Third Supplementary Proclamation on COVID-19. Both orders state that all non-essential travel and activities will be prohibited and that all Hawaii residents should "Stay at Home, Work from Home" until Thursday, April 30, 2020.

In compliance with these orders, The Plaza Assisted Living has updated visitation guidelines for all six communities to help prevent the spread of the coronavirus to our Residents.

- All non-essential visitors, vendor partners and team members are prohibited from entering the community.
- All residents and essential visitors (those visiting under an end of life circumstance), vendor partners and team members will be required to pass enhanced screening protocol.
  - Those who have participated in any travel, will be restricted from entering any community for 14 days.
    - The person must be symptom-free following the 14-day period before entering The Plaza.
  - Those who exhibit flu-like symptoms will not be permitted to visit or work until 24 hours after being symptom free.
  - Temperature checks will be conducted for all visitors, vendor partners and team members entering the community, as well as residents returning to a community.
  - Anyone with a temperature at 99 degrees or higher will be further assessed and or will not be allowed access.
  - All will be required to sanitize their hands upon entering a Plaza community.
- Medication or supply drop-offs can be made at a community's front entrance from 7:00 am – 7:00 pm.
  - Supplies and over-the-counter medications can be dropped off by calling for assistance at the main entrance.
  - For families who do their Resident's laundry, we are happy to bundle laundry and have it pick it up/drop off curbside. Please inform the community at least 24 hours in advance to allow for preparation of Resident's laundry.

- Prescription medications must be received, in-person, by a RN/LPN ONLY.
  - We thank you in advance for your patience as the receiving nurse will need to come off a care floor to accept the medications. If this becomes a challenge, you have the option to utilize Pharmacare for medication deliveries to The Plaza or mail order.
- The Plaza is requesting Residents comply with the State and City's "Stay at Home, Work from Home" order by remaining in the community and leaving only for essential or emergency reasons.
  - If a Resident leaves the community for non-essential activity, they will be asked to quarantine in their apartment for 14-days upon their return.
  - For all essential medical appointments, please inform the community at least 24 hours in advance to allow for preparation of the Resident's paperwork and ensure he or she is ready and available upon your arrival.
  - It is recommended to cancel appointments that are routine and not medically necessary or cannot be accomplished over the phone or through telehealth.

We thank you for your continued support, understanding and cooperation with our new visitation guidelines as we strive to keep our residents and team members healthy and safe.

Please know that changes may occur with little or no notice.