



Coronavirus (COVID-19) Update

4/6/2020

Our goal has remained the same throughout this battle with the COVID-19 virus. Our residents' and team members' safety has been our number one priority, and all our actions have been focused on prevention and preparation. We first started communicating in January about COVID-19 and promptly made necessary changes as the situation continued to evolve. We appreciate your patience and flexibility.

IMPORTANCE OF SOCIALIZATION, EVEN IF LIMITED

It has been reported that we have yet to experience the peak of the virus in Hawaii and some estimations project that it will not occur for another 1 to 3 weeks. The Plaza will continue to restrict visitors and keep residents at home. This is a time to be creative with activities and communication. We have purchased a number of tablets for residents to use to communicate with families and friends and have staff available to assist. The activity department has been creative with programming while practicing social distancing. We encourage you to reach out to your community and share your ideas. We know that socialization and interaction with each other are important aspects in preventing loneliness and depression. This is why we will continue to do as much as we can safely within the constraints of COVID-19.

PERSONAL PROTECTION EQUIPMENT

The Plaza has a supply of gloves, facial masks, N95 respirator masks, gowns and face shields at each community. While this supply is sufficient at the moment, there is a nationwide shortage of Personal Protective Equipment (PPE) occurring. The Plaza is a member of Hawaii Healthcare Emergency Management (HHEM), a coalition that stocks emergency supplies for Hawaii's healthcare companies.

On April 3rd, we instructed our team members to start wearing masks while providing resident care, serving meals, and cleaning resident apartments. A few days later we asked ALL team members to wear a mask while at work. Wearing a mask is not an indication that team members are ill or that they are taking care of an ill resident, it is purely a preventive measure. Depending on the type of work a team member is providing, they may be wearing either a surgical mask or a reusable face mask which all team members have been provided. If a team member has to care for a potential COVID-19 or a confirmed positive COVID-19 resident, they will be instructed to use an N-95 respirator mask only.

STAY AT HOME

This is a reminder that residents must stay in the community for their safety. If a resident leaves the community for a non-essential reason, they will be subject to screening when they return and a 14-day quarantine in their apartment. We highly recommend Residents to not leave the community.

SERVICE PLANNING

All nursing service plans are being completed remotely with family members and responsible parties. If you have an upcoming service plan scheduled, a representative of the community will contact you with further information. We can do these meetings remotely via telephone or Zoom.

SAGELY APP

If you have not already signed up, please sign up for our Sagely app and or email notifications. You will be able to get updates on activities your loved one is participating in.

The COVID-19 situation is unlike any other the world has had to deal with and it can leave people on edge. Please know that at The Plaza we are making every effort to prevent the virus from entering our community. Your patience with our team members as they continue to enforce our rules and procedures is greatly appreciated. Please do not hesitate to reach out if you have questions.