



## **FIRST STEPS TO RELAXING AT THE PLAZA ASSISTED LIVING**

May 26, 2020

The Plaza team would like to thank the residents and their families for the trust and patience during this pandemic. There have been countless kind words and donations. Thank you!

As Hawai'i begins to reopen businesses, it is important for The Plaza to proceed cautiously. Decisions are made with residents' and team members' safety in mind while balancing the need for socialization for each resident's mental health. The Plaza leadership is continually monitoring the COVID-19 environment in the State and will make decisions that are appropriate for our setting.

Until there is a vaccination for COVID-19 we must monitor and be prepared for a resurgence of the virus. The Leadership at The Plaza will be monitoring the State's COVID-19 test results and may have to move back to a more restrictive protocol, if necessary. Mandating wearing masks and social distancing are very important as we test the waters. If community spread COVID-19 begins to increase, the possibility of the virus coming into our community is a real possibility. If we continue to social distance and wear masks, the risk of the virus spreading is decreased.

We thank you for your patience and understanding during the past couple of months and ask for your continued support as we work together to keep communities safe. The most important thing you can do is wear a mask (the entire time) when you visit and encourage your loved one to wear a mask anytime they are outside of their apartment. \*Please know that there are some residents who cannot wear a mask for medical reasons.

Below is an outline of the plan for our initial steps toward relaxing restrictions:

### **VISITATIONS**

**EFFECTIVE DATE: July 1, 2020**

In an effort to limit potential exposure, we will allow one visitor per resident per day. The visitor must check in with the concierge and will be screened for temperature, potential exposure, and travel (all travel within last 14 days except inter-island travel will not be permitted). Visitor must disinfect (wash/sanitize hands), and wear a mask the entire time they are on property. Visitor must sign in and out on Visitor Log. Visitor must restrict contact to only their loved one. Visits will occur outdoors (or in a designated location

identified by the Administrator) while practicing social distancing. Visits are limited to 30 minutes. No visitors under the age of 14 will be permitted at this time (except for end-of-life visitations). Visits can be scheduled by making an appointment during limited times (7AM-10AM and 4PM – 7PM). Visitor access to common areas will be prohibited (public bathroom, bistro, etc.). As difficult as this is, visitors will be asked to refrain from hugging and touching their loved one and maintaining social distancing during their visit. Please remember that even if you are asymptomatic, you could be a carrier of the virus and out of respect and safety for our residents and team members, please follow these guidelines.

## **TRANSPORTATION**

**EFFECTIVE DATE: June 1, 2020**

The Plaza shuttle will be allowed for Holo Holo scenic rides. The shuttle will be allowed for residents with less than 10 passengers and no more than 1 resident per seat. Residents will remain in the van for the entire duration of the ride. The van will be sanitized before and after each ride. Residents must wear their face mask the entire time. Windows on the van must be kept open to allow for air circulation with no air conditioning.

## **RESIDENT EGRESS AND INGRESS**

Stay-at-Home orders were extended until 6/30/2020. We are asking residents to stay in the community while the stay-at-home orders are in effect. If residents leave the community for non-essential reasons they will be asked to quarantine in their apartment for 14 days. Residents must speak with a manager before leaving.

## **COMMUNAL DINING**

Communal dining in most communities will continue with social distancing. Roommates will be permitted to dine together at the same table (allowed because they are already considered close contacts). Otherwise diners need to maintain 6 feet apart from each other. Face masks must be worn to and from the dining room. If preferred, residents may receive their meals in their apartments instead of going to the Dining Room. Guest dining continues to be prohibited until further notice.

## **GROUP ACTIVITIES**

Group activities will continue with social distancing and all participants must wear a face mask at all times. Groups will be limited to 10 participants or if larger, the activity must occur in a space that can accommodate 6-foot social distancing.

## **COMMUNITY TOURS**

**EFFECTIVE DATE: July 1, 2020**

Tours of the community will be allowed by appointment with a maximum of 2 visitors at a time. Visitors must wear a face mask and have no contact with residents. Viewing will be of model apartments or vacant rooms only. Virtual tours are preferred and available.

## **NEW RESIDENT ADMISSION**

Admissions are permitted pending rigorous screening and 14-day self-quarantine in hospital or home setting. If this cannot be confirmed, new resident will have to self-quarantine in their unit for 14 days. Any admission coming from a hospital will require a negative COVID-19 test prior to being admitted.

## **SALON SERVICES**

**EFFECTIVE DATE: June 8, 2020 (pending approval of the State)**

Salon services will resume allowing one resident to be serviced at a time (only one resident in the salon at any given time). The stylist and resident must wear a mask. Appointments must be made to prevent congregation in salon. Stylist will be disinfecting between appointments. If there are certain services that cannot be accommodated while wearing a mask, then those services cannot occur. The Plaza will not provide surgical masks to residents who are receiving salon services.

## **SHINE PROGRAM**

Coming soon!

Be on the look out of information on the SHINE program. This program was designed to provide education to families, residents, and team members on COVID-19. In addition, the program identifies response teams at each community.

Please see the Administrator if you have any questions or concerns.