



Admissions to The Plaza Assisted Living During the COVID-19 Pandemic

Effective November 4, 2020

During the COVID-19 pandemic, to help ensure the health and safety of our Residents and team members, The Plaza has implemented multiple precautionary measures per the guidance and direction of the Hawaii State Department of Health and other regulatory entities.

With each recommended change, we have provided timely, transparent communication to both Residents and their loved ones. However, please know that as guidance from the government and healthcare authorities evolve, measures taken at The Plaza may change with little to no advanced warning.

There are four (4) main preventative activities practiced and supported at The Plaza Assisted Living to help stop the spread of COVID-19.

1. All Residents, Team Members, Visitors and Vendor Partners, must wear a face mask at all times while occupying common areas within the community.
2. All Residents, Team Members, Visitors and Vendor Partners, must sanitize their hands upon entering the community and are encouraged to regularly sanitize their hands throughout the day.
3. All Residents, Team Members, Visitors and Vendor Partners are required to practice social distancing when occupying common areas within the community.
 - a. *Social distancing* (as it relates to COVID-19) is the practice of increasing the space between individuals and decreasing the frequency of contact to reduce the risk of spreading a disease (ideally to maintain at least 6 feet between all individuals, even those who are asymptomatic).
4. Protocols for cleaning and sanitizing the common areas have increased. Cleaning products include commercial grade solutions that are known to kill the COVID-19 virus.

The following provides COVID-19 specific details of what a new Resident can expect when moving into The Plaza Assisted Living during this pandemic.

Recommended Supplies

- Reusable Facemasks
 - The use of a face mask (either disposable or reusable) is mandatory for all Residents when occupying common areas within the community, unless a Resident has a preexisting condition that prohibits them from wearing a mask safely (then a face shield must be used).



- Residents are responsible for supplying their own face masks
 - Disposable masks can be purchased for a fee at the concierge desk
- Hand Soap and Sanitizer
 - Regular hand washing and sanitizing throughout the day is heavily encouraged, especially before and after a Resident returns to their apartment, has meals, uses the restroom, and sneezes and or coughs.
 - Residents are responsible for providing their own supply of hand soap and sanitizer for personal use
 - Hand Soap – regular hand soap is recommended
 - Hand Sanitizer – CDC recommends sanitizer containing greater than 60% ethanol or 70% isopropanol as active ingredients
 - Hand sanitizing stations are also available throughout the community

Arriving at The Plaza

- Per the direction of the Hawaii State Department of Health, and to ensure the continued safety of our Residents and team members, all new incoming Residents to The Plaza Assisted Living will be required to follow (1) of the additional admission requirements as noted on the Temporary Admissions Policy dated 10/7/2020.
- There are currently three methods acceptable for an admission/readmission to The Plaza:
 - Option 1: A double negative COVID-19 test. The two tests should be administered seven days apart and the second test administered within 72 hours of admission/readmission. Payment for the testing is the responsibility of the Resident.
 - Option 2: A single COVID-19 test administered within 72 hours prior to admission/readmission. Resident will quarantine in their apartment upon admission. 5-7 days after admission, a second COVID-19 test will be administered. Upon receipt of a negative second test, the Resident will no longer need to quarantine in their apartment. Payment for the first test is the responsibility of the Resident. If the Resident's insurance does not cover the cost of the second test, The Plaza will cover the cost of the test.
 - Option 3: If testing cannot be achieved prior to the admission/readmission, a fourteen day quarantine in the apartment is required. If the Resident can achieve a double negative COVID-19 test administered seven days apart, they can be removed from quarantine earlier than 14 days.
- Enhanced Screening – Prior to moving into The Plaza, prospective Residents will be asked enhanced screening questions to assess their potential risk of exposure to COVID-19.



Screening Questions

- Do you have any signs and/or symptoms of COVID-19?
- Fever above 99.9, cough (itchy throat, sore throat etc.), shortness of breath, fatigue, sore throat, body aches, runny nose (even if allergies), headache, new loss of smell or taste, nausea, vomiting and diarrhea, body aches
- Have you recently traveled (within 14 days) outside of Hawaii?
- Do you live with a family member who travelled outside of Hawaii within the last 14 days?
- Have you had any close contact with anyone who has tested positive for COVID-19 within the last 14 days?
- Have you had any exposure to someone who is currently sick?
- What has your living situation been for the past 14 days?
- Have you participated in or attended any events at either of the following?
 - Adult Day Care Center, Home Health staff visits, Nursing Home, Rehab services (i.e. PT/OT), Hospital, Dialysis Center, Other highly populated areas
- What activities have you engaged in outside of your home during the COVID-19 pandemic?
- Have you worn a mask each time you were in public?
- What changes have you made to protect yourself from contracting COVID-19?
- Those who have participated in any travel outside of Hawaii, will be restricted from entering the community for 14 days OR until they have tested negative for COVID-19 upon returning to Hawaii (test must be administered a minimum of 5 days post travel)
 - The person must be symptom-free following the restricted time period before entering The Plaza
- Those who exhibit flu-like symptoms will not be permitted until 24 hours after being symptom free
- Temperature checks are conducted for all team members, visitors and vendor partners prior to entering the community, as well as Residents returning to the community
 - Should a prospective Resident's temperature be 99.9 degrees or greater, their admission to The Plaza may be suspended, until 24 hours after being symptom free
- Anyone with a temperature at 99.9 degrees or higher will be further assessed and/or will not be allowed access to the community



What to Expect Within the Community

- All Residents, Team Members, Visitors and Vendor Partners, are required to wear a face mask at all times while occupying common areas within the community. Additionally, Team Members must wear masks while providing Resident care or services within a Resident's apartment, when at their work stations and or in back of the house areas.
- Social distancing is encouraged at all times. Modifications to programming and common areas have been made to allow for 6-foot distancing between Residents.
 - Communal dining has been modified to accommodate safe distancing
 - Activity group sizes have been modified, unless a larger area providing safe distancing, is available
 - Transportation has been modified, seating limited, to allow for safe distancing
- All outside entertainment, community events such as buffets, and recreational outings have been cancelled until further notice.
- Any Resident who exhibits flu-like symptoms will be isolated in their apartment and will need a doctor's clearance before ending their isolation.

Going Out of the Community

- Starting November 1, 2020, Plaza Residents will be permitted to leave the community for non-essential reasons without having to quarantine upon their return as long as they do not engage in the below activities or behaviors. The Plaza has deemed certain activities and behaviors as too risky, and engaging in such will require a 14-day quarantine in the Resident's apartment.
 - Participation in a large gathering (more than 5 people). This includes a funeral, graduation party, sporting event, going to a theater, concert, or performance
 - Any overnight stay
 - Any travel off island
 - Contact with anyone who has traveled outside of Hawaii in the past 14 days that did not receive a negative COVID-19 result from a test administered a minimum of 5 days after arriving in Hawaii
 - Removal of mask while out for any reason
 - Resident should keep their mask on at all times including when riding in a car with others
 - Eating out of the community at a restaurant or at a private home as this would mean that their mask was off
- If a Resident is forced to quarantine for participating in activities deemed risky, The Plaza will charge that Resident \$50 per day for the Personnel Protective Equipment (PPE) that team members will have to use while providing services.
- Residents may attend essential medical appointments as needed; however, we encourage tele-health whenever possible.



- The Plaza will assist Residents in setting up and or facilitating tele-health appointments upon request with advance notice.
- All Residents who leave the community will be asked to complete a questionnaire for contact tracing purposes prior to leaving and upon return to the community.

Visitation Policy

- Starting November 1st, The Plaza will allow up to 5 visitors per visit, per day, per Resident.
 - Visitors can be any age as long as visitor can wear and maintain a mask for the entire visit.
 - Visits will occur outdoors (or in a designated location identified by the Administrator) while practicing social distancing.
 - Visits are limited to 30 minutes.
 - Visits can be scheduled by making an appointment with the concierge during the community's specified times.
 - Visitor access to common areas will be prohibited (public bathroom, bistro, etc.) and visitors will not be allowed in the building.

Medication and Supply Replenishment Policy and Reminders

- Medication and 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 to the concierge by calling for assistance at the main entrance.
 - For families who do Resident's personal laundry, The Plaza will bundle everything and have it available for pick it up/drop off curbside.
 - Please inform the community at least 24 hours in advance
 - Prescription medications must be received, in-person, by a RN/LPN only
 - Please anticipate a wait time as the nurse will need to come off a care floor to accept the delivery

Staying in Touch with Your Loved Ones

- In person visits – available 7 days a week by appointment
- Virtual visits – available 7 days a week
 - Plaza Team members are available to facilitate virtual visits with Residents and their loved ones via Skype, FaceTime, Zoom upon request
 - If team members are assisting, visits must be scheduled in advance and will be limited to 30 minutes
- Sagely App
 - Get real time or daily text/email updates on the activities your loved one is participating in at The Plaza
- Telephone



- We encourage telephone communication as a means of staying in touch. If a Resident does not have a personal telephone or cellular phone, a Resident courtesy phone is available.
- Window Visits
 - Window visits may be arranged through the glass window pane. This works best with both parties using a cellular phone during the visit.

Service Plans

- All service plan meetings and Resident care updates are being conducted via phone or teleconferencing platform (i.e. Zoom) with The Plaza nursing team, until further notice.

Hospital Visits

- In addition to The Plaza's admission and readmission requirements, additional clearances will be required due COVID-19.
 - All readmissions to The Plaza will be required to follow the same requirements as noted above for new admissions.
 - ER visits, with no admission to the hospital and admissions for observation purposes only, will not require testing or quarantine.
 - If documentation of the negative result is not received prior to admission, the admission cannot occur.
 - If a potential admission does test positive, the following must occur prior to the admission:
 - If potential Resident experienced mild to moderate illness and are not severely immunocompromised.
 - The potential Resident must wait 10 days since symptoms first appeared, AND
 - 24 hours passes since last fever without using fever reducing medications; AND
 - Symptoms have improved, AND
 - Negative results form a double negative test with at least 24 hours between tests.
 - If potential Resident was asymptomatic and are not severely immunocompromised, they can be admitted
 - 10 days after the date of their first positive diagnostic test, AND
 - Negative results from a double negative test with at least 24 hours between tests.
 - If potential Resident experienced severe to critical illness or who are severely immunocompromised, they can be admitted after
 - 20 days has passed since symptoms first appeared, AND
 - 24 hours have passed since last fever without use of fever reducing medications, AND



- Symptoms have improved, AND
- Negative results form a double negative test with at least 24 hours between tests.
- If potential Resident was asymptomatic or who are severely immunocompromised can be admitted after
 - at least 20 days have passed since first viral diagnostic test AND
 - Negative results are received from a double negative test with at least 24 hours between tests.
- If a Resident is moving from a location that was experiencing an outbreak (hospital, nursing home, care home, assisted living community, or household) a double negative COVID-19 test will be required with the second test occurring within 72 hours of admission and a 14 day quarantine at the Plaza in their apartment.
- Only viral nasal swab tests will be accepted. Blood test cannot be counted.

At The Plaza, our Residents, team members, families and vendor partners' safety is our top priority. As the State moves toward reopening, The Plaza will continue to follow the guidance of the Hawaii State Department of Health and other government and healthcare experts. Please know that information and recommendations are changing regularly. The details noted above are based on information provided as of November 1, 2020.

Print Resident Full Name

Resident/Responsible Party Signature

Date

The Plaza Assisted Living Representative Signature

Date