

April 28, 2020

We're on the front line of the coronavirus pandemic.

Dear Residents, Family and Friends of Justus Senior Living Communities,

The COVID-19 is a previously unidentified virus, which means care providers of all types—including those working at organizations like ours where older adults receive care—are learning about it in real time. And, because public health officials have identified older people as high risk of getting very sick from COVID-19, we are on the front line. The health and safety of our residents and staff remains our top priority.

Every day, we do our part to aggressively prevent and mitigate the spread as we deliver compassionate care under challenging circumstances. We constantly monitor the updates posted on the Indiana State Department of Health COVID-19 webpage, listen to Dr. Box's updates during the governor's briefings, and review resources provided by professional organizations like Argentum, Leading Age, Indiana Healthcare Association and INALA.

As we process the new information, we strive to act quickly by doing the following in addition to the many precautions previously put in place:

1. The Justus corporate leadership meets virtually to review all COVID-19 related developments and resulting plans each morning.
2. Justus Executive and Regional Team develop essential guidance, policies, procedures, training and tools, and curate the most relevant resources for the leadership at each of our communities as we know they are focused on coordinating the care and services for our residents.
3. Justus Executive and Regional Team hosts a daily conference call with the communities' leadership where updates are reviewed, new policies are implemented and needs or issues such as staffing, PPE, visitation, screening, testing and ways to keep residents active and engaged while practicing social distancing are discussed.
4. Weekly the communities report their current Personal Protective Equipment Needs and our Regional Health Services Director reports the needs to the ISDH. We have been fortunate to secure providers of hand sanitizer, face masks, N95 masks, face shields and more while many facilities are still struggling to get PPE.

5. Communities stay in constant contact with the ISDH regarding any suspected COVID-19 cases or any related concerns. With any identified symptom, the Strike Force team is contacted for testing.
6. Justus plans weekly surprises for the staff to remind them how much we appreciate their efforts and commitment to provide care through their own fears and family challenges (delivery of treats, box meals, coffee/smoothie cart, etc.).
7. Last week, Justus announced a retention bonus for all Health Services staff to reward nurses, QMAs and CNAs for continuing to serve in critical roles when social distancing is not an option for them.
8. Mental health and stress resources were developed and distributed for staff and posted on Facebook so that everyone can benefit.
9. Justus Human Resources team monitors staff exposure and closely scrutinizes when a staff member may return to work. Flexible sick leave policies have been put in place as we require staff to stay home if they have any signs of illness or have been exposed through family.
10. Resources and updates are continually passed out or sent to our residents and families and posted on our COVID-19 webpage (<https://www.justus.net/covid-19/>).
11. Starting immediately, we will be sending **Daily Updates** to residents and families with the most up-to-date information and the status of any active COVID-19 cases. Additionally, the Executive Directors will make daily announcements during the weekdays where a PA feature is available.

If you do not currently receive our e-newsletter and want to be included in the daily email update, please contact the concierge/front office.

A special thank you to all the residents and families who have expressed their appreciation to our teams. We cannot emphasize enough how grateful we are for your kind words and gestures of appreciation and support. The COVID-19 pandemic requires all of us to face many challenges. One of the most difficult for you and your family is the restriction on visitation, however we know this is a necessary measure to protect you and your loved ones. If you would like to connect with family via technology, our staff finds joy in assisting you (please contact the concierge/front desk to schedule a time). We appreciate everyone's cooperation with the many safeguards we have put in place to protect our residents.

Current Updates

1. **Regarding staffing** – Since we have been fortunate not to have large outbreaks like some of our neighboring communities that have affected both residents and staff, we have not experienced a critical staff shortage. There have been some staff members who decided they do not want to take the risk of exposure and have either resigned or have taken leave, but for the most part our staffing has remained consistent and strong. We do continue to screen and hire employees as needed. There are emergency plans that identify how we could operate with fewer staff in the need arises.

2. **General information about COVID-19** – The best resources for COVID-19 information are the ISDH and CDC websites.
 - a. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
 - b. <https://www.in.gov/coronavirus/>
 - c. Flyers and information previously distributed to residents.
3. **The number of Justus residents who have tested positive and the number of “new” positive cases (those in the last 14 days).** We humbly report the following knowing that the Justus communities have been fortunate and that some communities are experiencing high numbers of cases. It is imperative that we continue to work together and not let our guard down.
 - a. Woodland Terrace of Carmel –
 - i. 0 residents have tested positive.
 - ii. 0 staff members have tested positive.
 - b. Woodland Terrace of New Palestine –
 - i. 1 resident tested positive but never experienced symptoms and was in isolation until he/she received 2 negative test results.
 - ii. 0 staff members have tested positive.
 - c. Crestwood Village South –
 - i. 0 assisted living residents have tested positive.
 - ii. 0 Suites residents have tested positive.
 - iii. 1 independent living resident tested positive and is currently in isolation.
 - iv. 0 staff have tested positive.
 - d. Crestwood Village North
 - i. 0 resident cases have been reported.
 - ii. 0 staff have tested positive.
 - e. **The number of residents who have died due to the virus** –
 - i. 0 residents have died from the COVID-19 virus in a Justus community.
 - f. **Facility mitigation actions implemented to reduce the risk of COVID-19 transmission** – The many precautions put in place have been communicated previously but are reviewed below.

Precautions in Place

- Restrict outside visitors until further notice. Visitor restrictions are to protect them and others in the facility who might have conditions making them more vulnerable to COVID-19.
- Facilitate alternative methods of communication (e.g., video conferencing) to help to keep loved ones connected.

- Work with outside care providers who provide additional care in Justus communities. Carefully determine which personnel are non-essential and whose services can be delayed.
- Restrict all volunteers and non-essential personnel including consultant services (e.g., barber, nail care).
- Post signage at all entrances.
- Establish one central point of entry to the communities.
- Set up screening for risk factors, symptoms and temperature checks for all who enter the community including each staff member.
- As part of source control efforts, staff are provided face masks and are always required to wear a facemask while they are in the community. Medical facemasks are preferred over cloth face coverings for personnel, but they may wear cloth masks over the disposable medical mask. N95 masks and or surgical grade face masks, face shields, and gowns are prioritized for healthcare personnel working with COVID-19 positive residents and for residents with symptoms of COVID-19 (as supply allows).
- All staff and residents are reminded to practice social distancing (e.g., remain at least 6 feet apart while in break rooms and common areas, etc.)
- Implement sick leave policies that are flexible and non-punitive.
- Staff who work in multiple locations may pose higher risk and are encouraged to tell us if they have had exposure to other facilities with recognized COVID-19 cases.
- Residents are asked not to leave the community except for medically necessary purposes.
- Cancel all group activities.
- Provide room service in lieu of group dining.
- Ensure residents who must leave the community (e.g., residents receiving hemodialysis) wear a face mask whenever leaving the community.
- Establish a Telehealth system to provide access to healthcare and mental health services without exposure to providers who may have contact with many people.
- Provide shopping services and coordinate delivery of groceries for residents.

Implement recommended infection prevention and control practices:

- Provide access to alcohol-based hand sanitizer with 60-95% alcohol throughout the community and keep sinks stocked with soap and paper towels.
- Secure and distribute adequate supplies of PPE.
- Ensure adequate approved cleaning and disinfection supplies are available.
- Provide staff training refresher on infection control and use of PPE.

Rapidly identify and properly respond to residents and staff with suspected or confirmed COVID-19:

- Establish a point of contact that residents can notify (e.g., call by phone) if they develop symptoms.
 - Assisted living residents contact the nurse.

- Independent living residents should contact their physician and the community Executive Director.
- Staff who develop symptoms are immediately sent home to self-isolate. Staff with questions or concerns may contact.
 - HR Hotline and HR Email
- If COVID-19 is identified or suspected in a resident (i.e., resident reports fever or symptoms of COVID-19), resident is immediately isolated in their room and the health department is notified.
- When we are notified of an independent living resident who has symptoms or has a confirmed case of COVID-19, we require self-isolation, provide face masks and educational resources regarding COVID-19.

The above is not an exhaustive list but provides a summary of the primary precautions that have been put in place.

Provide Life Enrichment and Wellness Opportunities

The Justus community teams, along with Regional staff, are working together to create unique experiences to keep residents active and engaged.

Woodland Terrace of Carmel

- Sunday Bingo to Go/Monday Prize Cart
- Weekly Themed Trivia with 'Gift Basket' Giveaway
- Window Concert Series
- Activity Cart
- Daily Activity Packets for those who request them
- 1:1 for technology help, facetimeing and other forms of communicating with families.
- National Snack Days
- Ice Cream Cart
- Doorway Activities and Games
- Weekly Happy Hour with door-to-door delivery of a signature cocktail to those who request it.
- You Tube Videos: cooking demonstrations, weekly crafts, inspiration themed messages, window concert series, trivia answer video
- Daily Chronicles for those who request
- Weekly Survey of activities for AL/IL
- Hallway Exercise
- Birthday Recognitions

Woodland Gardens Memory Care

- 1:1s for social engagement, country of the month
- Trivia
- Crafts
- Noodle ball
- Sing-alongs
- Facetimeing with Family members
- Exercise with Denny

Highlights:

Wednesdays, residents receive weekly trivia, a snack from the 'Joy' cart delivered by a staff member, and then they get to enjoy a mini concert in the afternoon put on by Allegra, Debra, Jesse, and Colleen in the afternoon!

In Memory Care weekly, Toni contacts family members to determine the best time to call their loved ones. Many families who are used to being able to visit daily, so she has tried to accommodate daily talks!

Woodland Terrace of New Palestine

- Hallway Bingo with prizes
- FaceTime visitations with family
- Spice It Up – cooking demonstration
- Fitness classes- virtual and one on one
- Demonstrate Dessert- dessert making demonstration
- Easter goodies distributed by our Easter Bunnies
- Patio concert
- One on one visits
- Hallway Ice cream truck
- Trivia
- Feel Good Fridays
- Devotionals
- Music with Allegra
- Bored board- residents can stop by and grab a puzzle, word search, etc.
- Live Enrichment – You Tube Channel with presentations by various staff members

Woodland Gardens Memory Care

- Gardening
- Facetime with the Family
- Medical mask making
- Nails
- Stipple art painting
- Painting
- One on one visits
- Puzzles
- Dominoes
- Daily chronicle
- Daily Fitness
- Easter egg hunt

Crestwood Village South

- Facetime, Zoom, Google Duo, Skype meetings with family.
- Hallway Poker (Nerf guns)

- Art Walk
- Crafts
- Room Deliveries (weekly for coffee and treats) Flowers were once delivered with every meal
- Easter Bags delivered by dressed up Life Enrichment Staff on Easter
- Activity cart weekly with fun items on them
- Messages to family via message board and letter writing
- Trivia and Puzzle packets weekly
- One-on-one meetings for manicures, walking outside, balloon animals
- Links to virtual tours, panda cam, church services
- Daily bingo with winners getting prizes delivered to door
- Country of the month room delivery

More To come

Root beer float delivery, ice cream sandwich delivery, Mother's Day delivery, lemon shake ups delivery, Cinco de Mayo delivery, decorating hats, spirit days for L.E. team , more trivia, more exercise classes, sidewalk chalk drawing done by L.E. team on each wing sidewalk.

As you can see the teams have been very busy not only caring for residents but also adding fun and ways to connect. There are several ways for you to contact our team with your questions and concerns:

1. Your Executive Director serves as the primary contact at your community.
2. Complete a quick contact form on the COVID-19 website - www.justus.net/covid-19/ .
3. Call the Justus Resident/Family Hotline – 317-564-0254

Caring for you and/or your family member is a privilege and a responsibility we do not take lightly. Please help us to continue to observe the precautionary measures. Stay safe and healthy.

Sincerely,

Justus Leadership