

COMPREHENSIVE UPDATE

Monday, August 10, 2020

On March 10 we hosted our first Justus Senior Living Leadership daily call focused on COVID-19 guidelines and resulting infection control protocols and policies and procedures to be implemented. Now five months later, it is hard to believe that the COVID-19 pandemic remains a focus. While many of you receive our daily updates, we wanted to provide a comprehensive update on our communities and express our ongoing thanks and appreciation for your trust and support as we continue to navigate these uncharted waters together. We know this has been an incredibly difficult time for everyone, but please know we are doing everything we can at the community level and in cooperation with state and local health officials to keep our residents and your loved ones as safe as possible.

Communication

- **Executive Leadership transitioned from daily calls to two calls weekly with our community leadership.** We review all changes in guidance from the CDC and ISDH and make the necessary adjustments to our policies and procedures immediately. If an important change comes across from the CDC or ISDH between call, we schedule an additional web conference.
- **Daily Coronavirus e-newsletter updates continue to be distributed seven days a week.** The teams are diligent about providing information regarding the virus and guideline updates in addition to COVID statistics, visitation policy and procedure and life enrichment and fitness opportunities. Public announcements are made in communities with the capability and printed updates are provided for residents who do not use email.
- **The Justus COVID-19 Website is updated regularly and all public updates are posted there.**

Definitions of Key Terms

- **Exposure/Close Contact** – When determining whether someone has been exposed, we utilize the CDC's definition for an exposure: *For COVID-19, a close contact is defined as anyone who was within 6 feet of an infected person without a mask for at least 15 minutes starting from 48 hours before the person began feeling sick until the time the person was isolated. (CDC)*
- **Contact Tracing** is used by health departments to prevent the spread of infectious disease. In general, contact tracing involves identifying people who have an infectious disease (cases) and their contacts (people who may have been exposed) and working with them to interrupt disease transmission. For COVID-19, this includes asking cases to isolate and contacts to quarantine at home voluntarily. Our communities complete a contact tracing procedure immediately upon discovery of a positive case in residents or staff. We work closely with the state and local health departments to determine the best course of action if a case is discovered.
- **Restorative Nursing Care** is a planned systematic program that focuses on helping each resident obtain and maintain the highest level of function. The purpose of Restorative Nursing Programs is to increase the residents' independence, promote safety, preserve function, increase self-esteem, promote improvement in function and minimize deterioration.

Restorative Nursing Program

During the restrictions imposed by COVID-19 we realized that some residents needed extra support to continue to progress or maintain their functionality. The idea for a Restorative Nursing program grew out of this desire to help residents maintain their day-to-day activities and prevent any decline especially when outside services were not allowed in the buildings. Justus encouraged each community to designate a Restorative Aide who would receive training from the Justus Care Network affiliated Physical or Occupational Therapists on activities that would assist residents. The Restorative Aide helps to motivate the resident to complete home exercises or escorts the resident while walking. Activities of daily living are used by the Restorative Aide to work with the resident to maintain mobility and the program is individualized to best meet the needs of the resident. Both residents and families have made numerous positive comments about the program and we are excited that we can offer this additional service that benefits our residents.

Life Enrichment

The Life Enrichment teams at our communities have been working hard to provide engaging person-centered activities. They understand the negative effects of social isolation and have continue to try many avenues to encourage residents to engage to help them feel connected. Here are just a few of the highlights:

- **Woodland Terrace of Carmel** wasn't going to let the Summer Olympics go unnoticed this year! They celebrated our champions in a variety of ways! They played socially distanced games, enjoyed Allegra's ceremonial music and had healthy treats for their Olympic athletes. Everyone at Carmel is a gold medal winner in our book!
- **Woodland Terrace of New Palestine** brought the magic of Christmas in July to their community! Residents enjoyed holiday cookies at Spice it Up and everyone received a little surprise from the sleigh pulled by festive flamingos! In addition, they had a fun socially distanced cook out complete with frozen mocktails to celebrate the reopening of group activities and see their friends from the Cottages again!
- **Crestwood Village South** has been busy welcoming residents back to group activities in a variety of ways! In addition to Christmas in July festivities, they were being groovy tie dying towels and raising money for Habitat for Humanity doing a Root Beer Float fundraiser among other things. On their trip around the world this month for armchair travel, they focused on Japan. Residents shared photos and items they have collected from their own travels there.
- **Crestwood Village North** has found creative ways to spark fun in July! They transformed an ordinary cart into an ice cream truck. In addition, they have been doing trivia, bingo and door-to-door root beer float deliveries to name just a few things.

Supportive Services & Activities

In July, we were able to resume several services and activities which has been a positive change for both staff and residents. It is nice to hear laughter, see smiling eyes behind the masks and hear residents conversing.

- **Music Therapy** visits are phasing back in at all the Woodland Gardens Memory Care communities. Also, make sure to check out our Facebook pages weekly for the new Friday Song performed by our board-certified music therapist, Allegra. She often shares historical tidbits about the composers and the time period to help us all grow our music appreciation.
- **Caregiver Support Groups** will be resuming in September. Family members and caregivers are invited to the Woodland Terrace of Carmel/New Palestine Caregiver Support Groups. This is a safe place to share concerns, ask questions, and decompress from the rigors of caregiving. The group is facilitated by the Justus Regional Care Navigator, Christina McCann, LSW.

- **Woodland Terrace of Carmel**
September 8, 2020 at 2:30 pm in the Summit (private dining room)
- **Woodland Terrace of New Palestine**
September 9, 2020 at 2:30 pm in the Conference Room
Please call Christina at 317-650-9606 for more information.

- **Small Group Activities** have resumed and are well attended by the residents. From Bible studies, to book clubs to bingo, residents can now enjoy their favorite activities with a mask and social distancing.
- **Justus Care Network** has been able to return to the communities to offer services such as podiatry, audiology, personal services, home health care and out-patient therapy. We see a positive difference in our residents already.
- **The Retreat Salon and Day Spas** have opened, and the residents are thrilled.
- **Maintenance Service Requests** have resumed. During restrictions we were only able to offer emergency services, so the maintenance teams have been busy catching up.
- **Fitness classes** resumed with social distancing in combination with one-on-one sessions, visits to the fitness center for work outs, hallway exercise and walking clubs. Kudos to our fitness coordinators who have been working in overdrive. In July the fitness stats of our four communities was amazing with more than 700 one-on-one fitness sessions, more than 2000 total participation in hall or lobby exercise, and almost 1000 visits to the fitness center for workout sessions.
- **Pet Therapy** - The residents' furry friends were able to return for visits bringing smiles and laughs.
- **Church services and clergy** have returned which bless the lives of many residents.
- **Rock Steady**, a non-contact fitness program designed specifically for people with Parkinson's, resumed at both Woodland Terrace of Carmel and Woodland Terrace of New Palestine.

NOTE: Protective and precautionary policies and procedures for each community may change daily depending on active COVID-19 cases in the community and per state and federal agency regulations. Subscribe to the DAILY COVID-19 UPDATES email for the most up-to-date policies and procedures.

Our staff teams are amazing, and we cannot thank them enough. Their perseverance, willingness to pick up extra shifts, flexibility to serve in various roles and compassion for the residents and their fellow teammates is truly inspiring. Thank you for expressing your appreciation and encouraging them.

While COVID surges on and the risks are very real for our residents, we cannot let our guard down. Thank you to staff, residents and families who continue to wear their masks, practice social distancing and are diligent about hand hygiene. While we continue to join forces to protect our residents, we are excited residents can resume some normalcy. We all love sharing smiles behind the masks and conversations! Let's all remain hopeful and know that August is sure to bring our residents continued opportunities for friendship, fun and growth.

Sincerely,
Justus Leadership