

FREQUENTLY ASKED QUESTIONS – CORONAVIRUS PANDEMIC
As of 11am on 3/23/2020

1. **Do residents have to remain in their apartment?** No, unless the resident has symptoms of a cold, flu, or any communicable disease. Residents are free to move about the building. Groups need to be 10 or less. Residents may visit other apartments if they wish. Please remember to use physical/social distancing of three to six feet between people.
2. **May residents leave the building?** We highly discourage it. The federal Centers for Disease Control (CDC) is strongly recommending that persons over age 60 and those with underlying chronic health issues not be out in the public, as these groups are at higher risk for developing Coronavirus. If you have a non-essential medical/dental/optometric appointment (a regular checkup, for example), call your medical provider first and ask if you should attend the appointment. Any travel outside the building puts residents at an increased risk. It would be wise during this time to cancel any non-essential trips outside the building.
3. **Will the Wellness Center be open?** As of 3/20/2020, the Fitness Center is closed until further notice.
4. **What Activities will be held?** Our staff are developing a schedule on a week-by-week basis. Per the CDC's guidelines, we will be restructuring our activity offerings. Group activities are limited to 9 residents to allow for social distancing. Because of these limits, we will also work to increase the frequency of activities so residents that wish to participate can still do in accordance with current CDC guidelines. All participants and facilitators will be required to wash their hands or use hand sanitizer before & after each activity. Staff will sanitize all materials used before and after each activity or use disposable materials when available. We have also prioritized creating activities residents can do in their apartments such as word puzzles & adult coloring.
5. **May residents get together on their own and play cards, etc.?** Yes. This includes both common areas of the building (Saloon, Puzzle Room, etc.) and individual apartments. Care should be taken to thoroughly wash hands before and after any activity involving other people.
6. **Are visitors allowed?** Only essential visitors are allowed at this time. Essential visitor is defined as
 - a. Family members visiting residents in Hospice Care or those receiving end-of-life care
 - b. Individuals who support residents with psycho-social medical needs or dementia
 - c. Approved visitor taking a resident to an essential doctor's or medical appointment
 - d. Any approved essential visitors will be asked to complete our screening process before entering
 - e. All visitors must enter through main entry points for screening and must sign-in on the appropriate entry log.

Anyone entering the building must enter through the main entrance and complete a questionnaire. If the person wanting to enter has: a) symptoms of respiratory illness; b) Fever in excess of 100.4 degrees; c) shortness of breath; d) has traveled, or if anyone they have had contact with, has traveled outside the U.S., or to Washington state, California, Colorado or New York in the last 14 days; and e) symptoms of the flu, they will not be allowed in the building. All visitors are to thoroughly wash their hands with soap and water for a minimum of 20 seconds prior to their visit and after their visit.

It is essential that all visitors enter through the main entrance only. **Entrance through any entrance other than the main entrance will be considered trespassing.** This is for the health and safety of *ALL* of our residents.

7. **What is the plan for dining?** Assisted Living residents will be served all three meals in their apartments. Staff will assist AL residents in making their selections off the menu.

Independent Living residents - EFFECTIVE IMMEDIATELY AS OF 11AM – 3/23/2020
First, we would like to say THANK YOU for your patience and understanding as we work through and implement new dining procedures as quickly as possible. We're excited to announce a few new options effective beginning at dinner service this evening.

o COFFEE will be available on each floor 7:30 am – 9 am

o **MOBILE BEVERAGE CART** beginning 3/24 will be brought around on each floor between the hours of 9am – 1pm with the options of COFFEE, WATER, TEA AND MILK.

DINNER SERVICE - STARTING AT DINNER SERVICE TODAY, MONDAY, MARCH 23RD

o If you choose to come out of your apartment to receive your food, the following will be available –

o The food distribution stations will be serving dinner on each floor.

BREAKFAST SERVICE – STARTING TUESDAY, MARCH 24TH

- Enjoy Hot breakfast options in addition to continental offerings every day Mon-Fri at the food distribution stations on your floor
- Saturday & Sunday Breakfast – Continental offerings will be available at the dining station on your floor. Hot breakfast options will not be available on Saturday or Sunday.

LUNCH SERVICE – If you would like to receive lunch, please call down to the Front Desk or the Kitchen to place your order

- Your order will be delivered within 45 minutes to your room

PLEASE DO YOUR PART– IF YOU ARE UTILIZING THE DINING STATION-

- **PRACTICE SOCIAL DISTANCING: STAY 6 FEET APART.**
- **IF THERE IS A LONG LINE, PLEASE COME BACK LATER.**
- **FOR THE SAFETY AND WELLBEING OF EVERY RESIDENT AND STAFF MEMBER WE ASK FOR YOUR HELP** in implementing and following these policies and procedures currently mandated through our local and federal government.

8. **Are residents allowed to have guests for meals?** No guests for meals until further notice.

9. **Will the Legacy Shoppe, Cornhusker Bank, and Scarlet O'Hair remain open?** Yes, at this time all remain open. Hours may be adjusted.

10. How long will these adjustments last? As you are aware, this is a rapidly-changing situation. Further restrictions are certainly possible in response to directives from public health officials. Legacy staff are monitoring the situation in the Lincoln community and within our buildings and will make decisions based on the best interests of our residents and staff. There is no way at this time to predict how long the current adjustments will last. Governmental officials have stated that it may take months before things return to normal.

It is imperative that all residents wash their hands with soap and water thoroughly throughout the day. This is the single biggest thing we can all do to limit the spread of Coronavirus. Keeping “social distance” (three to six feet in between people) will also help, as will limiting exposure to large groups of people.