



COVID-19 Update

April 24, 2020

As an organization, Covia is working to be proactive in its response to the Coronavirus. When two cases of COVID-19 were discovered last week at San Francisco Towers, Covia paid up-front for testing for all Skilled Nursing residents and staff to prevent any spread of the virus, even though this was not required by the San Francisco Department of Public Health. As a result, one additional resident was found to be positive and has been transferred to an isolated area with staff not shared by other residents. One other SFT staff person, who had been self-isolating since Monday, April 20, also tested positive. No other cases have been reported by our other communities. As always, we thank everyone for your continued vigilance.

We added a Frequently Asked Questions page to the COVID-19 resources section of our website here: <https://covia.org/covid-19-response-and-resources/frequently-asked-questions/>. If you have additional questions, please do not hesitate to contact us at C19info@covia.org.

We posted an interview with Chris Ichien, VP of Life Plan Operations, on our YouTube channel, explaining how Support Services is working to acquire Personal Protective Equipment (PPE) for all of our communities. You can view it here: <https://youtu.be/axsN9XiwXhg>.

The IT department has established a HIPAA-compliant Zoom account so that Skilled Nursing residents in our communities can have telehealth appointments with their health care providers.

Covia's Social Call program is searching for volunteers to send cards to others who may be isolated during the shelter-in-place order. So far, volunteers have sent over 4,000 cards to people throughout the country. You can learn how this is impacting volunteers and recipients alike on the Covia blog at <https://covia.org/blog/staying-connected-with-card-writing/>. If you are interested in volunteering or in receiving a card, send an email to socialcall@covia.org.

Covia's employees continue to impress us every day with their skill and dedication. We continue to look for the best ways to thank them in word and deed. This week, Kevin Gerber, Ron Schaefer, and Mary McMullin all posted videos to thank our staff (and Mary is making them masks!). You can create a video as well by going to <https://covia.org/covid-19-response-and-resources/thank-our-staff/>.