



Spring Lake Village

A COVIA LIFE PLAN COMMUNITY

Q&A – SLV Resident Briefing 10-12-20

Question & Answer

Q: When will SNF residents be able to return?

A: Facilities staff are cleaning, with a preliminary OSHPD inspection on Tuesday. We hope for a resurvey on Friday. If OSHPD and Public Health give us approval, we will be able to start bringing people back to SNF next week. Returns will be staged over five or six days because there are a lot of steps to take care of in transfers and we have to line up staffing. Everyone will be tested on return and we will have to quarantine SNF residents on return.

Q: SNF residents staying with family – what will the billing be?

A: It depends on the individual situation, so we will clarify that with each individual case.

Q: Any difference in fees for October for IL residents?

A: No, just like the mortgage on a house, the payments need to be made.

Q: Will Covia cover renter's insurance deductible?

A: Since Covia had no control over this event, individuals will have to cover their own deductibles.

Q: My refrigerator hasn't been cleaned out – will someone help me clean it?

A: Yes, if you send or call (info@covia.org or 707/538 – 8400

Q: Will we allowed to walk during quarantine?

A: Over to Spring Lake, yes, with appropriate social distancing and face coverings as before.

Q: When are power outages expected?

A: Right now they're scheduled as a possibility on Wednesday or Friday. We will keep you posted if and when we get notice of outages.

Q: If the power goes off, will my father (who lives in Maggie's Place) be able to return?

A: Yes.

Q: Has the full AL staff returned to SLV?

A: No, the majority are returning today with the buses from Sacramento – and more will return tomorrow with residents from the Arbol community.

Q: How do I register my mother for the Viibrant website?

A: Send an email in and we'll help you – info@covia.org or 707/538-8400

Q: What type of testing is being done?

A: Abbot Binex Now COVID-19 antigen card system test. It shows right away if COVID is really active. If that test shows a positive result, we'll do a different backup test. The test we're using is quite accurate but there's a quarantine instituted because the window for developing the virus is multiple days, so the test can't catch all possible cases of infection.

Q: Is transport to apartments available from the parking lot?

A: Yes.

Q: Is there staff available to help deliver belongings, groceries, etc. when residents come back?

A: Yes, but please come during the hours posted.

Q: Can we return later than assigned times if we advise Connie.

A: No, we're asking you to get approval, not just advise us. We have to get staffing in place for the return, the testing and getting people settled.

Q: Last week, the reoccupancy schedule said Arbol will return Tuesday morning. Is that still the case?

A: It will be Tuesday afternoon – and only AL and Memory Care, not SNF.

Q: In view of the public safety power outages, would you prefer that we stay away longer?

A: No, we don't know if the outages will even happen. Also, we have staffing schedules and a system in place and we want to move forward and give the team some time off.

Q: Did staff reset clocks in apartments?

A: I doubt it. Likely not. We can help if you need.

Q: Any information on a possible red flag warning later this week?

A: They haven't called for one yet but they normally issue them when winds pick up and heat is elevated, with low humidity. We can expect that along with a possible Public Safety Power Shutoff (PSPS) power outage. The Cal Fire website is good for that information.

Q: My father has been in quarantine at SPT SNF. Why does he have to quarantine again on return?

A: People encounter others in the transfer process, so we are required to quarantine.

Q: My cottage smells smoky.

A: Put in a work request and Dennis will evaluate.

Q: Can we deduct expenses from our monthly fee?

A: No.

Q: Should I contact my renter's insurance directly?

A: If you have a claim, yes. We can help you if you need support.

Q: How do we get deliveries from UPS and FedEx?

A: Packages have been delivered and securely stored and we started delivering them to individual apartments today. Moving forward, deliveries will be as usual.

Q: Will some supplies or toiletries have been disposed from smoke damage?

A: I'm not aware of us throwing out anything other than foods.

Q: Will IL residents get food delivered to their apartments?

A: If they request it, as before the evacuation. There will be a posted memo from Dining to remind people about schedule, procedures and other details.

Q: Will the barber shop be open?

A: Not right now.

Q: Does Covia have insurance for extra cost of evacuation and cleanup over and above the resident cost?

A: Yes, our Finance department will be submitting our expense claim.

Q: Will staff be available in all parking lots to help unload?

A: Be sure to ask staff for assistance when you return at the main parking lot and someone can help you.

Q: Is the COVID test a blood test or a saliva test?

A: It's a simple nasal swab from both nostrils. It then goes onto a card with a solution for 15 minutes and generates a reading on whether there's positive activity or not.

Q: Should we restock the fridge if we're facing power outages?

A: Since we're facing quarantine, you should be stocked up on food and personal items because shopping trips will be limited

Q: Are KN-95 masks required?

A: No, but we will be providing them. They provide an extra level of protection.

Q: Is food reimbursement eligible for reimbursement?

A: Likely not but we'll clarify from Finance.

Q: My maintenance request was submitted before the evacuation. Has it been completed?

A: I doubt it. We've been busy cleaning up the campus but will be starting to take care of requests this week, also.

Q: When will flu shots happen?

A: We'll get the shots scheduled and let you know this week.

Q: Would a room air purifier help with the smoke smell?

A: It might help.

Q: My sister is in Arbol SNF. What is her return date?

A: It will be the skilled nursing resident schedule.

Q: Will nursing staff be handling med management?

A: It will operate just as it did before the evacuation.

Q: Mileage reimbursement for personal owned vehicles?

A: We'll get direction from Finance.

Q: Will tray service continue for those who had trays delivered?

A: Yes, we will follow the schedule we were on before evacuation.

Q: Do we have to wait in the parking lot for test results?

A: No. That's why we're providing KN-95 masks and we'll keep you posted on your test results.

Q: Is Safeway delivering?

A: We're checking into that. Diane Waltz will provide a memo Tuesday about all the online shopping options. Today, both Safeway and Instacart delivered.

Q: If there's a power outage, can we have groceries delivered to the front Security entrance?

A: All the grocery deliveries come to the front and then our staff delivers them internally. That hasn't changed.

Q: Will we be allowed to have doctor's appointments in Resident Health Services during quarantine?

A: Yes.

Q: How will flu shots be provided?

A: We will let you know

Q: When is Building L returning – there's a mistake on the schedule.

A: We have four IL residents from Building L and they are on Wednesday. The AL and Maggie's Place residents – some Arbol residents are returning on Tuesday.

Q: Will there be people available to help with luggage from the parking lot?

A: Yes.

Q: What plan is in place for weekend returns?

A: We ask that you contact us at info@covia.org or 707/538-8400 so we can schedule your return so staff is available for testing and resettlement.

Q: Is the main parking lot the U-shaped parking lot?

A: Yes. The parking lot is clear so there's plenty of parking. There will be plenty of staff members assisting.

Q: Will the SLV Library be open?

A: Yes, it will be on the same schedule as before evacuation.

Q: Will Connie email the reimbursement form again?

A: Yes. Connie asks that you include receipts in an envelope when you submit. Her email is CNelson@covia.org.

Q: Doctor's appointments – Resident Health Services role isn't clear,

A: Email Sharon Schnell-Hobbs with questions.

Q: Is food replacement for the power outage qualified for reimbursement?

A: On your renter's insurance.

Q: What is the procedure for dropping off residents?

A: Same thing – park, resident will be tested and staff can help him to his home.

Q: (Resident Comment) PG&E has publicly indicated they will not reimburse for food spoiled due to power outage.

Q: Deadline for reimbursement claims?

A: You have a few weeks to get organized. We'll let you know if there's a change.

Q: Where does my mom receive the daily memo?

A: We haven't been doing one but will resume. Typically they are emailed to all those we have emails and distributed to higher-level care buildings. If she hasn't been receiving it, let us know.

Q: Can you put the memo on the website?

A: It will be on Viibrant, the resident website. If you aren't registered for that site, put your request in to info@covia.org or 707/538-8400.

Q: Can my mom's HCA caregiver help her return?

A: Yes.

Q: What do we do for dinner today?

A: It will be delivered to you if you are on campus. Starting Tuesday, take-out will be available from the Bistro.

Q: Which road is best for return?

A: All the roads are open.

Q: Is there a Covia form for reimbursement?

A: Connie will email it out again. It's also on Viibrant, the resident website

Q: Where is this week's menu posted?

A: Dining is putting out a memo tomorrow and we'll have the menus posted by Wednesday.

Q: If my family has to drop me off before 9 am, is there a place to wait?

A: Yes, if it's 8:30 but if it's before that, no.

Q: Not everyone uses Facebook.

A: You don't have to have a Facebook account to see the public Facebook page that the memos are posted on. The web address is Facebook.com/SpringLakeVillage.SantaRosa

Q: What percentage of IL residents have returned?

A: Probably 20%.

Q: Should our reimbursement request go to our renter's insurance first?

A: I don't know what your coverage entails so can't give you advice.

Q: When will the Exchange Bank office reopen?

A: We'll check with them and have an update on Wednesday.

Q: How many people were on today's call?

A: 250

Q: Will there be a Zoom update on Tuesday?

A: No, we'll plan to have the update at 3pm on Wednesday 10-14-20. Then we'll go back to our weekly update with daily memo for residents.