



# Spring Lake Village

A COVIA LIFE PLAN COMMUNITY

## **SLV Resident's Update – Wednesday 10-14-20 Questions & Answers**

### **Q: What's the last day of current quarantine?**

A: 14 days from your testing/arrival.

### **Q: What is the housekeeping schedule?**

A: We'll go back to a regular schedule starting on Monday.

### **Q: Some people have received ballots in the mail and some haven't yet. Has all the mail been sorted and delivered?**

A: Not yet. If the box was full and couldn't take more, we couldn't deliver all the mail. As boxes get emptied, we will continue to deliver all the mail that has arrived.

### **Q: Can mail be picked up at Bistro times or any time?**

A: We have had specific times posted when the mail room is open. But that will change because the Post Office is changing their delivery time. We'll let you know as that happens.

### **Q: Where are UPS and FedEx packages?**

A: They're on site and being delivered to resident apartments,

### **Q: Please explain what Viibrant is? I'm a daughter.**

A: It is the private resident website. Residents can log in and get information about activities, events, information, menus and other information, and can interact with one another.

### **Q: Can I log onto Viibrant if I'm not on campus?**

A: Yes. Go to [Covia.org](http://Covia.org) and in the upper right hand corner is a link to the resident website. You can log in from there with your credentials. The format of the web address for each community is SLV-Covia.org

### **Q: When will SNF residents return?**

A: The Office of Statewide Health Planning and Development will be on site to do a survey on Friday. After we have passed the survey (which we hope we will), Cloverdale will be the first day to return next week and St. Paul's Towers the second day.

### **Q: When will we expect our monthly invoices?**

A: (A resident comments that they have been delivered.)

### **Q: Can we mail our ballots here?**

A: We have outgoing mail so yes.

**Q: (comment) kudos to staff – house clean, plants watered.**

**Q: Have any returning residents tested positive?**

A: No. But things could change with a positive test.

**Q: Any thoughts for the holidays? A retirement community in Palo Alto is planning for some visits with proper precautions.**

A: We will be making some plans. We can't do anything now with quarantine. Any positive cases (staff or residents) puts us back into a quarantine period for 14 days. If we have no cases, we will be able to consider some outdoor visitation. We'll have more news by the end of the month.

**Q: Monday was a federal holiday but the Post Office delivered SLV mail on Monday.**

**Q: Will my mail be held until I return?**

A: Some mailboxes are getting filled so there's a little backlog if you haven't been able to retrieve your mail yet.

**Q: Will there be a special campaign for donations to staff for all the extra work and effort?**

A: There are a lot of people we need to thank and reward and acknowledge – but let's get everyone home first and then we can get together as a group and recognize people and celebrate. The Foundation will be happy to help residents support the funds that they value.

**Q: (comment) Farmer's Insurance is sending me \$1000 on my renters insurance, no proof required. Ask your insurer.**

**Q: (comment) We would like to have the letter from Covia, spelling out when the mandatory evacuation started and by direction of which regulatory agencies.**

**Q: (comment) Some ballots may still be in the mail – they can take up to a week to arrive.**

**Q: Did any staff lose their home?**

A: Not that we know. About a dozen staff were evacuated but we haven't heard of any damage.

**Q: What is the phone number to call to get on Viibrant?**

A: Call 707/318-4524 and talk with Steven. He works from 9 to 1.

**Q: When will Exchange Bank be back?**

A: We've contacted them and are waiting to hear. DeeAnn has been on vacation and returns Monday.

**Q: Will there be credits issued for missed meals?**

A: We'll check with Finance on that question and on reimbursable mileage. We'll answer these questions in my daily update that will start tomorrow.

**Q: What costs will Covia reimburse?**

A: It's a long list – it's posted on Viibrant and the website. Connie Nelson can send it if you request it.

**Q: Will mail get returned to senders?**

A: I don't think so

**Q: How do I pick up my mother's mail when I bring her back to AL?**

A: It depends. We're not allowing mothers on site. Let staff know when you pull into the parking lot and we'll be sure to help her get her mail.

**Q: (staff comment) The Employee Appreciation Fund – a campaign which is normally in full swing – will be taking place and there should be more information coming out in the coming weeks.**

**Q: How do you know when you come off quarantine?**

A: 14 days from when you are tested. So, for example, if you arrived and were tested on Monday, October 12, assuming you have no symptoms, you will be able to come out of quarantine on Monday, October 26.

**Q: Have fire evacuations happened before 2017?**

A: Not at Spring Lake Village.

**Q: When will AL laundry start?**

A: It's already in process.

**Q: Can we contract with steam cleaners to come in and clean our carpets?**

A: Yes, work with Dennis and Randy Jorgensen.

**Q: Will trash be collected on our usual schedule?**

A: Yes. Everything should be back to normal by tomorrow.

**Q: When will hair and nail salon open?**

A: Sonoma County is still in a tier where those businesses are not opened except for trimming hair (no washing, blow drying etc.) As soon as the county moves to the next tier, we can open those areas – as long as we also have no positive cases.

**Q: Is 998 up with full information?**

A: Yes.

**Q: Salon – for pedicures only?**

A: Not until the County is allowed to move up a tier.

**Q: (comment) Part of the Sonoma County status is need for more testing and at-risk populations. There have also been two deaths in the past week.**

**Q: Can we go to doctor's office during quarantine?**

A: We appreciate if you can reschedule but you will be allowed.

**Q: Which claim do we submit first – Covia or renter's insurance?**

A: We'll check.

**Q: May I drive to the Administration building to deposit my ballot?**

A: Yes.

This is the final SLV update Zoom call. Michael will resume regular written updates starting Thursday, October 15<sup>th</sup> and weekly resident meetings next Wednesday, October 20. The Spring Lake Village semi-annual will be rescheduled.