



Spring Lake Village

A COVIA LIFE PLAN COMMUNITY

SLV Resident Briefing – Wednesday 10/7/20 Questions & Answers

Q: When can residents return to Spring Lake Village?

A: We do not yet have a return date, though we hope residents may start to be able to return sometime next week. Before residents can return, we need permission and guidance from state regulatory and public health agencies. We expect detailed guidance from the Department of Public Health this week. We will plan a staged reopening so everyone doesn't arrive at once. Please stay safe where you are and we will let you know more as soon as we know more.

Q: What are the answers to the questions about residents returning that you've received from the regulatory agencies so far?

A: We don't have information from the Department of Public Health yet but have submitted a list of questions that are being taken to a higher level within the Department. As soon as we have the information, we'll be able to develop a reopening plan. We notified the Department of Social Services that we're looking at reopening next week and they are fine as long as we have approval from the Department of Public Health. For the SNF, OSHPD approval requires specific and detailed deep cleaning and when we know more from them, we will let you know.

Q: Will my mom, who is a SNF patient, be charged the daily rate while she is at a family member's home?

A: We'll get guidance from Finance and have information on Friday.

Q: Are you laundering personal linens from IL beds?

A: Housekeeping is changing and laundering the sheets and has a list of all those who have their own linens. Staff are also cleaning bathrooms and making sure kitchens are ready for you to return.

Q: What if a resident wants to go to the Residence Inn in Sacramento?

A: Contact Chris Ichien directly, who is on site there. He is at cichien@covia.org. Or contact the main information number at 707/538-8400 or email info@covia.org. If you have special care needs, please let us know beforehand.

Q: How much lead time will we get about our specific return date?

A: By Friday we will have more detailed information, so stay tuned. We need to develop a schedule for Public Health approval and for staffing. We'll review it and post it when it is set.

Q: When I try to contact you with email I can't let you know where I am.

A: Laura Darling receives all the email from info@covia.org – and you can say whatever you want in the email. We will receive the information and pass it on to the appropriate person.

Please use the info@covia.org email instead of emailing individual staff (unless you're just saying hello!) – who are often not working at their computers but are busy throughout the campus. You can also give us a call at the main information line at 707/538-8400.

Q: What is the timeline for SNF to reopen?

A: We don't have a timeline yet but it will be longer than IL because of the regulatory requirements.

Q: What about UPS and FedEx deliveries?

A: Parcels and packages are being delivered to SLV and are being held securely.

Q: How long was power out?

A: At least 36-38 hours on both sides of the campus.

Q: Any information about road closures in the area?

A: There's a lot of activity from fire, emergency and PGE personnel. There's still some smoldering on some of the roads near the state park. (One resident notes that there's a Sonoma County map on arcgis.com that shows more about hotspots.) We'll try to post that link.

Q: If we use renter's insurance, will SLV cover our deductible?

A: We'll check with Finance and have information on Friday.

Q: (Comment) My mother is more comfortable at the Santa Rosa accommodations she was moved to.

A: Great to hear.

Q: Can you tell us the location of AL residents and status of visitation?

A: We can get that information. Remember we are in a pandemic and most places have restricted visitation. Your best bet is to call the location directly and ask them. Even if visits are allowed, it is our best recommendation that you visit virtually or by phone if at all possible because it is safer for your loved ones in care settings. If you have trouble connecting, let us know and we can help facilitate.

Q: Dr. Guiseke asks who will need to be quarantined on return?

A: That's one of the top questions we have submitted to Public Health and will have more information when they provide guidance

Q: How many are attending these meetings?

A: Today there are 299 participants.

Q: Will AL/MC residents come back before SNF residents?

A: They will likely return before the SNF residents.

Q: (Comment) A resident notes that there is a USPS service called Informed Delivery you can sign up for that shows you online what has been delivered to you.

A: The website to sign up for that service is <https://informedelivery.usps.com/box/pages/intro/start.action>. As a reminder, mail will begin to be delivered to the SLV campus next Monday, October 12.

Q: Do we have to drive to Santa Rosa to vote?

A: No, if you want to vote early and have concerns that you will not get your ballot, you CAN go to the Registrar's office in Santa Rosa and vote. Ballots are in the mail and should be on site at SLV when the mail is delivered to us for reopening – and there should be plenty of time for you to use your ballots.

Q: Which category of residents are in which facilities?

A: I don't have the list in front of me but we can have that information on Friday.

Q: What staff is visiting SPT where my father is evacuated?

A: Our Director of Nursing is deploying RNs and CNAs to several communities. Our chaplain is also out visiting. Our activities staff are visiting. So it's a wide range of staff. You can contact SPT SNF directly and talk to their staff.

Q: How will you notify residents about the return process?

A: We'll have a detailed written schedule. We'll review it in this briefing, we'll email it to residents, we'll post it on Viibrant and on Facebook and on the Covia.org website

Q: How does the state regulatory overlay affect the AL relocation?

A: The Department of Social Services is less restrictive than the Department of Public Health. AL/MC is a social model and SNF is a medical model so there's more regulation on SNF. AL/MC follows the same guidelines as IL with guidance from DSS. They have given us the green light for relocation as soon as we have approval from the County Public Health Department.

Q: What about quilts on beds – are they being laundered?

A: No.

Q: Residents are spread all over Northern California, so we would like to know how evacuation decisions were made.

A: The fire was extremely fast-moving and the evacuation order came quite suddenly. The Executive Director and Facilities Director were monitoring the evacuation warning that had been sent and wanted to keep residents informed, so sent an email message to all residents and their contacts about the warning. By the time the message was sent the evacuation order had been issued. We had already planned for a large chartered bus on site and it arrived within the hour. We got ambulances on site. Our staff started coming in and helping people to evacuate quickly. Staff were also using their own cars and, considering the extremely short notice of the evacuation, it went very well.

Overall, the evacuation was orderly and efficient, the fire wardens were effective throughout campus, residents had their go-bags and helped one another, too. When we got to the directed evacuation sites (the Sonoma County Fairgrounds and Veterans Building), there were city buses

to take people to other locations because the county had determined the location not to be safe. Then they started distributing residents to other sites. There were a lot of logistics to keep track of.

In this type of crisis response, the Incident Command on the ground is making the initial evacuation decisions and we are following their direction. The direction and decisions for those in a higher level of care were complicated further because of the pandemic and regulations about care facilities for older adults.

Q: (Comment) A resident notes that if there is any concern about ballots, residents can request a provisional ballot – but people need to be sure to follow directions from the Registrar’s office.

A: We encourage people to contact the Registrar of Voters if they have questions. You can call them at 707-565-6800.

Q: Has Oakmont reopened?

A: Yes, mostly. One area with half dozen houses is still closed.

Q: The New York Times has an article about the danger of water quality after fires. May we have bottled water?

A: Our water is provided by the City of Santa Rosa and there is no indication that it is contaminated. That would be a question for the city about their testing. There has been no plan to provide bottled water. We would have received notification if there was concern with the water quality. A resident comments that SLV is on public water and the water system was not damaged so there should be no concern about the SLV water quality.

Q: What if a resident forgets their login/password for Viibrant?

A: Contact us at info@covia.org and we will help.

Q: (Comment) A resident notes that Kaiser Santa Rosa is giving drive-by flu shots.

A: We will plan a flu shot clinic on campus as soon as we get people back on campus.

Q: May I assume there were some things left in my refrigerator, such as my tulip bulbs?

A: We were concentrating on throwing out meat, deli and dairy.

Q: (Comment) If you have medical questions about specific SNF or AL residents, contact info@covia.org and your questions will be forwarded to the doctors.

Q: What time is the briefing on Friday?

A: 3pm on Monday, Wednesday and Friday. The link will be shared on the Covia website, the Viibrant resident website, and on Facebook.

Q: My mother’s car smells very smoky inside. She evacuated and drove through three hours of smoke. Will there be services to clean the inside of her car?

A: When she returns, contact Michael Cataldo and we can help with that.

Q: Can residents get IT help and support?

A: During the remainder of the evacuation, Stephen Eik will be offering remote Tech Help for SLV residents from 9-1, Monday-Friday. If you would like to schedule an appointment, please call Stephen at 707-318-4524, and leave a voicemail with your name, phone number, and tech issue for which you would like help.

Q: We left a message asking that no-one clean our refrigerator.

A: We passed those requests to Housekeeping. A few had already been cleaned by the time we received the request and Housekeeping is contacting those people directly. The power was out for more than 36 hours, so we don't want anyone to take any chances with food that is spoiled.

Q: You mentioned the fire on Los Alamos Road – the SLV side or the hilly side?

A: The SLV side. The houses that burned are less than a quarter mile from SLV property diagonally across land.