



Spring Lake Village

A COVIA LIFE PLAN COMMUNITY

SLV Resident Briefing – Monday 10/5/20 Questions & Answers

Q: Will we have to quarantine on return?

A: We will likely ask people to shelter in place and quarantine from 10 to 14 days until we can get back to the level of engagement that's advisable for the pandemic. Public Health hasn't had a good answer for us yet. It depends on how we stagger people's re-entry and we will get more information. It may involve testing – but the plan is being put together with the appropriate guidance from regulatory agencies. We have a team working on this plan.

Q: Where is the mail?

A: All mail is being held at the Post Office. We'll have more information on Wednesday about possibly picking up the mail and getting it sorted and distributed. The ballots have not arrived at the Post Office yet. (A resident notes that she just received notice that her ballot has been mailed and should expect it in five to seven days.)

Q: What is the phone number to get items ASAP?

A: 707/538-8400 – or put ASAP in an email to info@covia.org

Q: Could IL residents to their apartments while the common areas are being cleaned? Can people move back if they don't need services? Can we hire cleaners?

A: Right now, residents are not allowed on the property. If you feel your carpet needs to be cleaned, get in touch with us and we'll evaluate it. Most of the IL apartments have not received the level of smoke damage that the Administration building, the SNF and Laurel place buildings did (because the doors were open during evacuation). The IL apartments also don't have outside air intake.

Q: After the last fire evacuation in 2017, IL residents could return if they don't use services. Since there hasn't been smoke in the IL apartments, why can't we come back?

A: We're still in an evacuation warning and there's no way Public Health will allow it yet. Then, we have to ensure we have enough staff in place, and are able to safely have residents on campus. IL is still a licensed care setting so we are guided by regulatory agencies – and we take that responsibility seriously.

Q: Was smoke contamination SNF severe enough to replace clothing?

A: We're bagging and laundering all the linens and clothing from SNF.

Q: Dr. Green comments what a phenomenal job the staff is doing during extraordinarily hard times, noting that he is in awe at their dedication.

Q: Three years ago we had the option to clear out our own refrigerators on return. Is that an option?

A: We do have a few people who have notified us of that preference. If you prefer to clear out your own refrigerator, that's fine – as long as you understand that power was out for more than 36 hours. Let us know as quickly as possible if you prefer to clean out your own refrigerator because we have started the process.

Q: Was here an inventory kept of the items removed from our refrigerators?

A: No, we are concentrating on perishable dairy and meat and with so many refrigerators, it's a huge undertaking just to start there.

Q: Can my mother go to Webster House for a flu shot?

A: No visitors are allowed at the communities because of the pandemic. Our flu clinics are being re-scheduled for SLV as soon as residents return. Check out vaccine finder online to get a flu shot.

Q: Can I get a letter for my insurance company about reimbursement if need?

A: Yes.

Q: How to get items from SNF resident room to Canterbury Woods?

A: We would transport those. Call the information number at 707/538-8400 or info@covia.org.

Q: When will AL residents be able to return?

A: Assisted Living needs a plan to ensure safety and staffing. We don't have a timeline yet but are working through the plans.

Q: Are patio plants being watered?

A: Yes. Maintenance staff and Valets are watering plants, feeding and watering cats.

Q: Are the air scrubbers using ozone?

A: No, they are carbon filter air scrubbers.

Q: What is a reasonable amount of time to receive a return call from the information line?

A: Right now, within the day. Expect calls within one business day.

Q: Can we have deliveries like Amazon sent to the Residence Inn in Sacramento?

A: Yes, put the name of the resident on the delivery and we'll be sure it gets there.

Q: Can you install HEPA filters in IL units?

A: We use hundreds of filters and use an above-average MERV-8 filter. We do have some residents who prefer to purchase their own HEPA filter and, if that's the case, we can tell you what size to get.

Q: Will IL return plan address how residents will get their belongings home (relative to COVID exposure)?

A: We'll have staff on site who can assist you return to your home.

Q: Many comment that drive-through Kaiser flu shots are available, CVS online registration is also available for flu shots.

A: If you get a flu shot, keep documentation so we can keep our records updated.

Q: Special thanks to Kris Hermanson and Renee Hayward for moving AL residents.

A: Those residents are being moved to Santa Rosa today where our staff can better support them.

Q: Are UPS and FedEx parcels being held?

A: Yes, they are being delivered and being held at SLV.

Q: Do I need an appointment to retrieve my car?

A: Let us know you want your car so we can arrange to meet you, get your keys and deliver your car to the Security area. You don't need an appointment but staff are working throughout the campus so if you just show up, it make take a while to help you so please let us know beforehand.

Q: Will ballots be separated out or mixed with the other mail?

A: We speak with the Postmaster daily and will get as much detail about timeline and process and share it with you.

Q: Who should I contact about getting my mother moved from the facility she was sent to?

A: Call or email us (707/538-8400 or info@covia.org) and we'll help you out.

Q: Is water quality being tested?

A: No. Our water supply is provided by the City of Santa Rosa and they would be handling that. We had no fire damage on site and our water lines are underground.