



Spring Lake Village

A COVIA LIFE PLAN COMMUNITY

SLV Resident Update 10-2-20 Questions & Answers

Q: Would insurance cover carpets in apartments or is that our responsibility?

A: Housekeeping might have the ability to clean the carpets but it depends on the damage. A little smell we can probably handle with housekeeping. If it's heavier, you would get your carpets cleaned and submit that expense for reimbursement. We'll start getting into the apartments on Monday and will have better timelines.

Q: Will there be an adjustment to the monthly fee due to non-occupancy?

A: I wish I could say yes but the answer is most likely not. There are a lot of costs that have to be covered that are ongoing. We understand this is a time of hardship for everyone but we have to cover all the expenses of running a community even though everyone is scattered

Q: We haven't received a letter about claims. How was it sent?

A: The letter was sent out yesterday at 5pm via OneCall and also posted on the resident website. We can also send copies to the Residence Inn in Sacramento.

Q: Will October rent be charged?

A: Yes.

Q: Many requests about needing things from their apartments or retrieving car from campus. Guidance?

A: Contact us – call 707/538-8400 or info@covia.org. We have increasing numbers of requests. We're asking you to keep it to your essential needs to start with – medication, etc. We need to have the details and we can arrange to have it at the Security area to pick up. There is a process in place and we're assigning more and more people to assist you. For the car: If someone really needs to get their car, we can make arrangements to meet you at the Security area and escort you to your car. We're in the customer service industry so we're trying to do our best for you.

Q: Is my car parked at the veteran's building okay?

A: Send a request to us and we can go and check on it if you feel it's necessary.

Q: Many questions about mail, ballots, post office pickup.

A: I have two good numbers for the Postmaster and am surprised she hasn't called me back – because she's been very responsive since the beginning of the pandemic. As soon as I reach her, I'll update you. No mail has been delivered

Q: Is there a positive COVID case at the Sacramento hotel?

A: We do not have any positive cases. We have one resident with symptoms, we isolated that resident and tested the resident today. When residents were coming in there was some congregating and we had to enforce guidelines for isolation and discourage people from congregating.

Q: What is Well Connected?

A: It's a Covia Community Services program that offers programs, classes, support groups – it's offered nationwide. The team is putting together a special session for SLV residents and FH residents who are evacuated. You can call in at a specific time and talk with one another. We'll have more information on Monday. (More information on all the sessions offered by Well Connected is available on Covia.org under Community Services.)

Q: Concerns about AL residents at Windchime Marin.

A: There is a team working on that today and we have a meeting at 4pm today to resolve any problems.

Q: Which SLV staff will be at St Paul's Towers SNF?

A: We have activity people and clinical staff visiting all the sites. It will be a number of different staff members.

Q: Specific criteria for reopening campus?

A: The number one driver is air quality. Other than that, cleaning up the community is a big task – there's a lot of ash. We will have to deal with the Social Services Department, County Public Health Department and, for SNF, the California Department of Public Health. We're in contact with regulatory agencies and our contractor is on site working on air quality in the buildings. We'll have more information on Monday.

Q: Is the resident website vibrant?

A: Yes. There's a lot of information on that site – invitations to these briefings and other resources. Residents can log in at www.slv-covia.org.

Q: Is there a plan for those in Sacramento to move to individual rooms?

A: We did double occupancy initially for space. The hotel has held all rooms open for us so we have offered residents the option of an individual room. It isn't mandatory since many have already been together for an extended period of time. It's their choice. We prefer individual rooms but are letting people make their choice.

Q: Are there meals at the Residence Inn in Sacramento?

A: They are delivering three meals a day to all residents at the hotel.

Q: How to reach my mother's doctor? She's having some health issues.

A: Send us a request in the information email or call (info@covia.org or 707/538-8400). Our medical directors are available and we'll get that taken care of.

Q: Can we get hand sanitizer?

A: If you are at the Sacramento Residence Inn, there is hand sanitizer – but it is primarily for the staff to be sure they are prepared. I urge you to use soap and water. If you leave the hotel, use the hand sanitizer available throughout the hotel when you return.

Q: How can I reach Sharon Schnell-Hobbs?

A: Contact us through the info line or email (707/538-8400 or info@covia.org) – and we'll get the message to her.

Q: Can residents reach individual staff through Viibrant?

A: We'll check. All the directors are scattered – so I wouldn't count on reaching individual staff. I suggest using the primary contact email or phone number (info@covia.org or 707/538-8400).

Q: If red flag warnings are lifted do you have a guess about the time for SNF to be reopened?

A: SNF is a much more complicated process than the rest of the community. We are already in contact with OSHPD and CA Dept of Public Health. I can't give you an idea yet but we will provide information as we move forward. In SNF, everything has to be cleaned.

Q: What is outside air quality today?

A: Very poor.

Q: How close to SLV was the fire?

A: Los Alamos Road off of Montgomery had several houses burned. That neighborhood is right on the other side of the East Grove. There were fires in Spring Lake Park right across the street. The fires came down to Channel Road, right across the street from us. The fires coming down the hill in the back were huge and looming but that was a little further away from campus.

Q: We were at SLV PO this morning and we gave them Connie Nelson's phone number.

A: Thank you.

Q: How do we send packages to residents in Sacramento?

A: Just send to the hotel with the resident's name on it and we'll deliver. The hotel is the Residence Inn Sacramento Downtown at 1121 15th Street, Sacramento, CA 95814.

Q: How many residents are with family instead of a Covia-covered community?

A: Many – and I can give you a better sense on Monday. We need to go through and count the information sheets.

Q: Please thank all the staff, everyone is doing an incredible job.

A: Thank you.

Q: Are SLV residents at the Sacramento hotel allowed to leave the hotel to walk?

A: We are asking residents to shelter in place, leaving only for emergency issues. Residents with a pet have to take the dog out – they must wear masks, go outside, not congregate and come back to their room.

Q: Please email all family members with the URL for these briefings.

A: The invitation is being sent to emergency contacts. If you aren't receiving it, please let us know so we can add you to that texting system. URLs are also posted on Covia.org and on Facebook.

Q: Do residents in independent living need to wait for SNF to be cleared before going back?

A: No, Independent Living will be able to return when we get things cleaned and the area is safe. IL will open before SNF.

Q: Are you concerned that returning residents might bring COVID?

A: We're working on the reopening plan and that is a priority topic. We'll have more information as we move through this.

Q: Will there be a credit for meals not eaten while we are away from campus?

A: I don't believe that happened in 2017. Meals are being provided and we will have a lot of spoilage of food on campus to cover expense-wise. For those who aren't in a Covia-covered area, the reimbursement will cover some of those expenses you're incurring.

Q: Return date?

A: We really need to be prepared for the long haul. In 2017, it was about two weeks before return. This fire has been much worse, so it is likely to be longer than that. We will cover this in as much detail as we have on every briefing call.

Q: Cleaning of refrigerators? Security of workers in our homes?

A: Maintenance and security staff are on site with any vendors. We feel certain we have a safe environment and process. For the refrigerators and freezers, we will be discussing the cleanup process on Monday and should have more information.

Q: Does Covia have insurance for managing during a crisis instead of passing it on to residents?

A: We have a high level of insurance but there are some things that are covered and other things an insurer will not cover. That's why we ask residents to carry renter's insurance, for these unusual situations. In 2017, we were able to be reimbursed for everything we did submit. There were some things that residents had to have covered by their insurers.

Q: How do we access Viibrant, the resident website?

A: The address is www.slv-covia.org.

Q: Is there availability at the Sacramento hotel?

A: Yes. Let us know if you need accommodations. If you have care needs, please check with us prior to arriving.