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## **CORONAVIRUS READINESS AND RESPONSE AT ARCHCARE**

The health and safety of our residents and staff members is always ArchCare's first priority. ArchCare began monitoring global reports of the coronavirus beginning in January and activated its emergency preparedness plan for the coronavirus (COVID-19) across all of its programs and facilities in late February.

All 4,300 care members (ArchCare's term for staff members) have received mandatory training about the coronavirus and best practices for patient care, infection control and personal safety, building on the extensive training they already receive at regular intervals during the year. This includes staff of ArchCare's five skilled nursing and rehabilitation facilities and its home care operations and home and community-based care programs throughout the region. In addition:

- On March 12, ahead of the issuance of federal guidelines by the U.S. Centers for Medicaid & Medicare Services, all ArchCare facilities were closed to non-essential visitors until further notice. Special arrangements are being made for family visitation with residents receiving hospice care or nearing the end of life. Video visits with residents via Skype are also available.
- Housekeeping and disinfection schedules have been intensified. Strict handwashing, hygiene and infection control protocols designed to keep residents, care members and visitors safe are in place and being closely monitored.
- All care members are being checked daily and closely monitored for possible exposure or illness in accordance with infection control best practices and state and federal guidelines.
- A nurse or other clinical staff member designated as an infection-control monitor is circulating throughout each facility 24 hours a day to observe staff and residents, ensure that all housekeeping, hygiene and infection control measures are being properly carried out and respond to questions from residents and staff.
- A dedicated phone line and email address staffed by trained personnel are available to answer questions from residents, family members and care members. Additional information is also available on ArchCare's website at [archcare.org/coronavirus](http://archcare.org/coronavirus) and is being updated regularly.
- Resident trips, off-site activities and recreation programs ordinarily staffed by outside providers or volunteers have been cancelled and will be rescheduled.

Nothing is more important at ArchCare than the health and well-being of our residents, patients and care members. ArchCare is in regular contact with state and local officials and other experts, and we remain focused on doing everything possible to keep the individuals and families we serve, our care members and our communities safe.

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