

## **LEXINGTON HEALTH NETWORK**

### **Frequently Asked Questions**

#### **How is Lexington Health Network taking preventive measures against the Coronavirus?**

At Lexington Health Network, we diligently continue our precautions against the Coronavirus (COVID-19.) Our top priority is, and always has been, the health and wellbeing of our patients, residents, and staff.

We continue to monitor and implement guidelines and mandates from the Centers for Disease Control and Prevention (“CDC”), the American Health Care Association (“AHCA”), and the Illinois Department of Public Health (“IDPH”), which include restricting access to non-essential visitors.

We understand that this is a difficult time for families and friends who cannot visit their loved ones. Working together with the CDC, AHCA, IDPH, and other partners, we agree that we need to do everything we can to minimize that risk. We thank everyone for their cooperation.

#### **Whom do you consider to be essential visitors?**

Essential visitors include, but are not limited to, staff, agency staff, physicians, x-ray technicians, hospice workers, lab technicians, and those related to compassionate care and end-of-life situations.

Essential visitors will continue to be screened before entry, which includes screening for:

- Fever
- Headache
- Sore throat
- Cough
- New Shortness of Breath
- International travel within the last 14 days

## **How can we stay connected to our loved ones at Lexington during this period?**

All of us here at Lexington are committed to helping residents communicate with family members and friends through alternative means such as video chat and phone calls. These can be arranged by calling the individual facility.

## **When will visitor restrictions be lifted?**

The CDC, AHCA, and other healthcare governing bodies have not issued a timeline regarding the lifting of visitor restrictions. The CDC has extended the social distancing period to April 30<sup>th</sup>, as has Governor Pritzker. As we have all experienced, these timelines are subject to change.

We understand this is a challenging time and we appreciate your cooperation as we do everything possible to stop the spread of Coronavirus.

## **Should families who are worried move their loved ones out of skilled nursing centers or assisted living communities?**

No. This is not recommended. However, as we continue to monitor the situation and adapt accordingly, we keep the health of our residents and staff at the forefront of our decision-making. Should there come a time when transfers are recommended, we will notify family members and follow all applicable guidelines.

## **In addition to the restriction of visitors, what other preventive measures are being taken at each facility?**

- In adherence with CMS and CDC guidelines, we have cancelled all in-person group activities and communal dining. In response, we are providing alternate types of activities; and are now serving meals to patients and residents in their rooms or apartments. Please note: special consideration has been given to those individuals requiring a higher level of supervision or assistance with dining.

- We utilize appropriate cleaning products and protocols in adherence with CDC guidelines.
- Lexington staff and essential visitors utilize Personal Protective Equipment (“PPE”) in accordance with healthcare governance. The Illinois Department of Public Health recommends that living facilities serving vulnerable populations implement a universal-masking policy requiring staff to wear a mask when working.

### **Are you having shortages of PPE?**

We are in the same situation as all other healthcare providers with regard to carefully managing our PPE inventories. Currently, we have a sufficient inventory of PPE. However, as we move towards the COVID-19 peak, when the availability of PPE is uncertain, we are doing everything possible to ensure we have a sufficient inventory to protect our patients, residents, and employees. If you are able to supply or manufacture PPE - surgical masks, N-95 masks, isolation gowns, gloves, goggles, and/or face shields – please contact us at 630-458-4700.

### **How are residents/patients staying engaged on a daily basis?**

Lexington Health Network team members are keeping our residents/patients engaged and occupied by arranging connectivity with their loved ones via FaceTime, Skype, phone calls and other apps. Additionally, our team members are making sure that birthdays and holidays are recognized and that activities continue on an individual basis.

### **How can everyone help prevent the spread of the Coronavirus?**

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Follow the Coronavirus (COVID-19) guidelines and precautions, including social distancing as set forth by the CDC and local governments, which include stay-at-home policies. For more details on Illinois' directive, visit [www.dph.illinois.gov](http://www.dph.illinois.gov)
- For more information regarding the Coronavirus (COVID-19) and the most recent federal guidelines and precautions, we encourage you to visit [www.cdc.gov](http://www.cdc.gov)

**What can family members and the community-at-large do to help support Lexington communities at this time?**

Lexington invites family members and the community to partner with us to support our patients, residents and team members. Email letters are most welcome, whether it be expressing your love and support to your loved one, or thanking our team members for their continued dedication during this unprecedented time. Please send an email to: [connect@lexingtonhealth.com](mailto:connect@lexingtonhealth.com) and please put the location of the facility in the subject line. Thank you!