

FAQ Update – COVID19 Response

Updated June 2, 2020 – Supplements and Updates the May 7, 2020 FAQ Sheet

Any or all of these measures are subject to change at any time in response to developments in county, state, or federal policy and health conditions in our area.

A. DRIVING / TRANSPORTATION

Q: Is it OK for residents to drive their personal vehicles?

A: Yes. Following these protocols, residents can now go for a drive:

1. Trips that will not lead to 14-day self-isolation:
 - a. Scenic drives that do not involve leaving the car
 - b. Trips to medical/dental appointments or visits to drive-up banking ATMs.
2. Trips that will lead to self-isolation upon return include family visits, visits to restaurants or other retail establishments (e.g. supermarkets, in-lobby banking, clothing or department stores, hair salon, etc.)
3. The resident should wear a mask, and, in the case of using an ATM, gloves.
4. Should a resident choose to leave the community in their personal car, the following actions must take place:
 - a. Utilize the hand sanitizing station in the parking garage upon leaving and returning to the community
 - b. Notify concierge of intent to leave, and notify upon return. This will help identify any potential risk.
 - c. Wear a mask at all times while moving to and from their vehicle through the community, except while in their car.
 - d. Assure that car rides are for the resident and spouses/partner only, i.e., two people who live together in the same apartment.
 - e. Upon return to the community, driver and passenger must be screened (including temperature check) at the concierge desk.

Q: Is it OK for an essential family member or Power of Attorney (POA) to transport a resident to a medical/dental appointment?

A: Yes, if absolutely necessary, as determined by Heidi Schwandt, Resident Care Director.

Such drivers should be properly self-screening and must wear a mask. The family member/POA must self-monitor and report if they become symptomatic.

We strongly recommend use of the Holly Creek Transportation Service for medical / dental trips. To make a reservation, call x.5612 or x.5615.

Upon return from medical/dental visits, the resident must:

- a. Visit the concierge desk to be screened and
- b. Continue to self-monitor their health and notify Heidi Schwandt, Resident Care Director (x.5607) immediately if any symptoms develop. On weekends, contact Jasmine Roddy, weekend nurse (x.5607).

B. INCREASED ACCESS TO THE PATIO / GARDEN AREA

Q: Can residents access the Patio / Garden area without enter and exiting via the main entrance doors?

A: Yes, residential living residents may now use the side doors to access the patio area for limited purposes. We trust that residents will practice good infection control and social distancing.

- 1) Use of side doors will be limited to those doors opening from Centennials, The Grille, and the South elevator lobby to the patio / garden area.
- 2) Use of this area is limited to:
 - a. Individual resident relaxation
 - b. Meeting with other residents in groups of up to four, using good infection control practices (all wearing masks, and following six-foot social distancing)
 - c. Gardening
- 3) Residents may not use the gardening / patio area to visit with family or others who are not Holly Creek residents or staff. Opportunities for in-person visits with family member continue via balcony visits and scheduled visits as describe below.

NOTE: *There is no change to the protocol prohibiting family members or others who are not members of the Holly Creek community from entering or leaving the building by any door, and, most especially not via side doors, except for life safety purposes as determined on a case-by-case basis by the executive director.*



C. ON-SITE PODIATRY SERVICES

Q: Will Holly Creek offer podiatry services once again?

A: Yes. Recognizing that proper foot care is an essential health service, the Resident Care Director will arrange an appropriate location and a schedule for the resumption of regular, on-site Podiatry services by the Visiting Nurse Association and by a licensed Podiatrist as service availability allows.

D. IN-PERSON VISITS WITH FAMILY MEMBERS

Q: Is it OK for family members to visit in-person with Independent Living residents?

A: Yes. Following these protocols, family members may visit in-person with residents.

For Residents Who Have an Exterior Facing Balcony (facing the street, sidewalk, parking lot).

Resident and visitors wear masks, no exchange of items from visitor to resident, resident and visitor maintain social distancing of six feet or more during the entire visit, and at no time is the visitor to climb over the railing and visit on the resident's balcony. Any items that need to be handed off to the resident must go through the Concierge Desk.

For Residents Who Have an Interior Facing Balcony (facing the courtyard).

Residents with an interior facing balcony – or any other resident who wishes to do so – may schedule a time to have family visits in the Fellowship Hall. Here's how it works:

- 1) There are no restrictions on when visits can happen. Residents just need to make sure that they reserve a time with Nora Adams, Executive Assistant. We request one day advance notice and the more advance notice you give, the more likely you will get the time requested.
- 2) Nora will schedule a visit time and assign the visit to one of the three sections of Fellowship Hall.
- 3) The visit will take place at the exterior doorway in the section of Fellowship Hall to which you are assigned.
- 4) To meet infection control protocols, a Plexiglas module will be placed in each doorway. The module may not be removed during the visit.
- 5) Bring your cell phone. It may be difficult for some people to hear each other
- 6) Your visitor should also bring a cell phone.
- 7) On the Fellowship patio, two chairs will be placed in front of the doors, looking in; and, 2 chairs will be placed on the inside of the doors, looking out.
- 8) All chairs and areas will be sanitized after each visit.
- 9) Questions? Call Nora Adams at 720-266-5691.

Q: Is it OK for family members to visit in-person with Suites residents (Alpine, Meadows, and Timbers)?



A: Not at this time. There is no change to the current protocol prohibiting in-person visitations by family members or by Independent Living residents with residents of the Suites neighborhoods (Alpine, Meadows, and Timbers). Federal protocols require that visitations be limited to virtual ones – or to visiting from behind a closed resident room window at this time.

E. RE-OPENING OF THE SILVERTON ROOM

The Silverton room is now open for small group socializing and activities with a maximum of six residents in the room at one time. Please do not re-arrange the tables and chairs. They are placed in a manner that assures required six-foot social distancing. The setup is the same for both Silverton and Durango rooms. Please always wear your face mask when visiting these rooms or any common areas within Holly Creek.