



North Woods Village of Kalamazoo
Measures Taken to Protect our Community from COVID-19

We are actively monitoring the situation and new recommendations from the federal (CDC, Centers for Medicare/Medicaid, Federal Emergency Management Association, etc.) and local/state authorities (i.e., the Governor's office and State Department of Health) and are responding rapidly by implementing changes accordingly. In addition to the extensive measures we already had in place to support the health and well-being of our residents and staff, we've added some additional measures:

Visitors, Outside Individuals, New Move-ins and Re-Admissions

- All non-essential visits have been suspended. No one is allowed into the building except our staff, hospice nurses and therapist (based on doctor's orders).
- Mail delivery is restricted to vestibule drop-off.
- Everyone entering the building is screened for current temperature and any symptoms of illness prior to entering and also throughout the day, every day. Anyone having any signs of illness or not feeling well are immediately sent home prior to entering the building.
- Residents returning to the community after a stay at another healthcare provider are subject to the same screening above in addition to receiving confirmation from the other health care provider of the resident's COVID-19 status. If the transferring facility is uncertain of the resident's COVID-19 status or is unable or unwilling to test the resident, NWV will arrange for the testing to be done prior to or upon re-admission at NWV to identify potential treatment requirements.
- New residents to the facility must meet our screening protocols which includes a COVID test to identify potential treatment requirements. Their physician has to approve their admittance into our community before move-in.
- We have discontinuing short-term respite stays (less than 30 days) for the near future.

Activities and Life Enrichment

- Resident activities have been altered to help residents practice social distancing.
- The salon has been temporarily closed.



Cleaning, Sanitization and Infection Control

- All common areas such as handrails, counters, door handles, etc. are being disinfected every day.
- Signs have been posted in all public restrooms to remind staff and residents to wash their hands frequently.
- Resident rooms are continuing to be cleaned with increased focus on high touch areas.
- Clean and sanitize surfaces on a routine basis, with special attention to high-touch surfaces, such as but not limited to: Handrails, Touchscreens, Doorknobs, Light switches, Faucets, Desktop equipment—phones, keyboards, printers, etc.

Food and Snack Service

- Snack and hydrations are distributed by staff and are individually wrapped.
- Dinnerware is being disinfected in our commercial, high temperature dishwashing machines
- To accommodate Residents choosing to eat in the dining rooms, we have reduced the number of dining tables/chairs and moved tables around to help residents practice social distancing.
- Resident meals are being delivered to their apartment when requested.
- All food is covered during transport and food carts are being disinfected regularly.

Residents

- Residents are encouraged to maintain social distance from others.
- For residents who have chosen to remain in their rooms, care and food services are being brought to them.
- Hand sanitizer is available and located throughout the community for residents and staff.
- We are increasing our resident hand hygiene reminders as well as assisting residents throughout the day with hand hygiene (i.e., before and after meals, after toileting, etc.).
- We are checking-in with residents on a routine basis to see how they are doing, address any concerns or questions they may have, etc.
- Typical resident supplies are still needed. We welcome families to drop off supplies in the vestibules and ask that you put the resident's name on the package. Please contact the concierge to arrange for drop off times outside of business hours.
- Resident vitals are taken daily per shift and include monitoring of oxygen levels. Any atypical trends will be reported to the physician for recommendations. A COVID-19 test will be conducted as a proactive protocol if applicable per physician order.



- Care for residents who become ill is based upon their physician's orders as well as federal and state recommendations. Families will be updated per our usual protocols.

Staff

- New hires are tested for COVID-19 prior to beginning their assigned work.
- All staff have been trained on the virus and signs and symptoms to look for.
- All Staff have been trained on how to keep safe outside of work including having been provided informational packets on how to sanitize at home, utilization of bleach at home, social distancing, and other measures as they are outside of work.
- Staff have been trained on the proper usage of equipment and supplies.
- Everyone in the building is screened for current temperature and any symptoms of illness throughout the day, every day. Anyone having any signs of illness or not feeling well is assessed by a nurse and staff members are immediately sent home.
- Staff members are reminded to stay home and not report to work if they are not feeling well.
- We have an inventory of supplies such as gloves, masks, gowns, etc. We are working with all our strategic partners at the national, state and local levels to obtain additional supplies for potential future needs.
- Masks are being worn by staff.
- Access to free mental health programs have been made available to all staff.

If you have any further questions or would like to request our comprehensive Preparedness & Response Plan please contact the Executive Director at (269) 397-2200. Since this is a rapidly evolving situation, documents may be frequently modified based on further communications and changes that are put into place regarding the corona virus.