

One Kalakaua Senior Living
CORONAVIRUS (COVID-19)
9/29/20



This memo is also on our website at www.onekalakaua.net

This is an update to prior updates:

Update #1 distributed 2/3/20 (Health Alert: 2019 Corona Virus)
Update #2 posted 2/10/20 (Corona Virus Update)
Update #3 posted 2/24/20 (Corona Virus/COVID-19 Update)
Update #4 distributed 3/9/20 (Health Alert: COVID-19)
Update #5 distributed 3/18/20 (Health Alert: COVID-19)

Update #6 distributed 3/24/20 (Coronavirus/COVID-19)
Update #7 distributed 4/20/20 (Coronavirus/COVID-19)
Update #8 distributed 5/19/20 (Coronavirus/COVID-19)
Update #9 distributed 6/29/20 (Coronavirus/COVID-19)
Update #10 distributed 8/26/20 (Coronavirus/COVID-19)

Recent events

On September 23, 2020 the Mayor announced the new Honolulu Reopening Strategy (located at www.oneoahu.org). Honolulu will gradually open businesses/services in a tiered process based on meeting certain metrics. Each tier will remain in place for a minimum of 4 weeks before advancing to the next tier, however could change sooner to more restrictive tiers should the outside community case rates increase. We are currently on Tier 1 of this plan.

As you may recall from prior Resident Memos/Communications, due to our high risk/vulnerable senior population, we will not always make the reopening changes exactly at the same time the government makes them. We continue to be very cautious and have greater restrictions than the public and you can always expect a lag in the changes as we review the new updated guidelines and make the necessary adjustments to best accommodate our residents and staff in the safest manner. As such, we explain below regarding some changes coming on 10/1/20.

Regarding our recent positive case

Every day, more and more facilities similar to ours (Assisted Living, Skilled Nursing, Care Homes, etc.) have increased cases of both residents and employees testing positive for COVID-19, including an increasing number of deaths. As you were all notified, earlier this month, we also had one resident positive case (brought in by an outside caregiver who was not a One K employee). We were fortunate to have contained this situation to just the one unit. On 9/24/20, we were cleared by the Department of Health and we remain diligent with all our infection control protocols that we have put in place. As such, an ALL CLEAR letter was sent to you on 9/24/20, as well as posted on our website.

Effective 10/1/20

Based on the new Honolulu plan, **effective 10/1/20, we will be reopening our common area rooms for resident use/reservations, the beauty salon and the pool/spa with restrictions.** Below is the tentative plan for the next few months, remembering that it is subject to change based on any government mandates that may come out.

	October	November	December
Visitors	No Visitors (urgent and/or medical needs only)	TBD*	TBD*
Fitness Classes	Via Channel 900 (Monday-Friday various times. See Talk Story for more information)	Via Channel 900 (Monday-Friday various times. See Talk Story for more information)	TBD*

	October	November	December
Fitness Room (our gym)	Closed	TBD*	TBD*
Personal/Fitness Training	None	TBD*	TBD*
Pool/Spa	1 person at a time (sign up required at Front Desk, one hour increments)	1 person at a time (sign up required at Front Desk, one hour increments)	TBD*
Common Area Rooms	5 people or less (must mask, social distance 6 feet or more, and sanitize hands)	5 people or less (must mask, social distance 6 feet or more, and sanitize hands)	TBD*
Communal Dining (Dining Room use)	Closed (in room meal delivery continues)	Closed (in room meal delivery continues)	Closed (in room meal delivery continues)
Beauty Salon (limited days/hours)	1 resident at a time (no outside clients)	TBD*	TBD*
Group Activities	Floor Activities only	Floor Activities only	TBD*

*Will be evaluated based on tier status at that time

IMPORTANT REMINDERS (without a vaccine, the most effective way to fight COVID-19 is through preventative measures):

- Please remind your family and friends of the **NO VISITATION POLICY** except for urgent/medical need. For those who have been issued colored badges for urgent/medical needs, please remind them to sign in at the Ipad and also do their temperature screen before entering the building. They must also wear a mask and sanitize before entering. **These URGENT ONLY visits are limited to one person per visit.**
- Realtors/owners may continue to hold private showings of their unit (one on one) for sale/rental purposes. No group showing allowed. Badges are required (please see the Front Desk 8a-6p Monday – Friday, no badges are issued on the weekends). Only urgent repairs allowed.
- Follow the government guidelines for seniors and **do not go out unless absolutely necessary** (ie: medical appts.). **Reminder: For medical appointments, such as going out to see your physician, dentist, dialysis, etc. please contact the RCS department prior to attending your appointment for instruction/guidance and precautions to take so that you will not be required to quarantine upon your return.**
- Continue practicing social distancing (6 feet or more apart).
- Utilize the MPR/Garden/Pool areas to do independent exercising such as walking and stretching.
- Practice good infection control and WASH OR SANITIZE YOUR HANDS frequently.
- Wear a clean mask at all times while outside of your apartment. **Be sure your mask covers your nose and mouth.**
- Continue to avoid any travel (international, domestic, interisland, cruise). Residents returning from any travel will continue to be required to quarantine in their unit for a minimum of 14 days.
- Residents returning to OneK from the emergency room/hospital or any healthcare facility will continue to be required to quarantine in their apartment for a minimum of 14 days.
- All new move-ins will continue to be required to quarantine in their unit for a minimum of 14 days.
- **If you aren't feeling well, call your healthcare provider and the RCS dept. at 983-4421 and remain in your unit.**

We will continue to monitor the situation in the outside community and will make any adjustments to our COVID measures accordingly. The health of our residents is of the utmost importance and some of our changes may become permanent protocol as we evaluate best practices for the safety and welfare of our residents and staff into the future.

September 24, 2020



To Our Residents, Owners, Family Members, Employees and Business Partners:

As previously communicated on 9/2/20, we informed you that despite all proactive measures taken (per CDC, Department of Health and our industry organization of similar facilities), we had a resident who tested positive (+) for COVID-19. The individual was immediately quarantined.

We then immediately followed up to mitigate the spread of the virus within our facility by removing/testing the few who possibly came into contact with the resident. The few One Kalakaua staff tested were all negative, however, it was found that the outside private Caregiver for the resident was positive and the likely source of the infection. Both resident and caregiver were quarantined and are now free and clear of COVID-19. **As such, our facility is now ALL CLEAR of this case (there has been no additional cases, thus no facility spread).**

Please refer to our latest COVID-19 Memo for continued precautions to follow for anyone who enters our facility. The latest Memo is always posted on our website at <https://onekalakaua.net>. As a reminder, all residents should minimize going out of their units unless for very urgent matters.

We know this is a difficult time for everyone and we will continue to provide you with updates as they become available. Your health and safety is the highest priority. As such, we are adhering to all directions from the state health department and even doing more to keep our facility safe.

Should you have any questions please contact us at 983-4400 and please continue to inform us if you have any illness symptoms.

Sincerely,

A handwritten signature in blue ink, appearing to be "Michelle Kakazu", is written over a horizontal line.

Michelle Kakazu, Executive Director
Dee Robinson, Administrator (Resident Care Services & Wellness Departments)

September 2, 2020



To Our Residents, Owners, Family Members, Employees and Business Partners:

We want to inform you that despite all proactive measures taken (per CDC, Department of Health and our industry organization of similar facilities), we have received confirmation today that an individual at our facility has tested positive (+) for COVID-19. This individual is a resident of our facility and is currently in isolation.

As resident and employee safety is our top priority, we took swift and immediate action to mitigate the spread of the virus within our facility. We are staying in very close communication with state health officials to ensure we are taking all the appropriate steps. We have also already contacted you with direction if it is suspected that you have come in contact with this person. If you have not been contacted, it is not suspected that you are at risk.

Please refer to our latest COVID-19 Memo for continued precautions to follow for anyone who enters our facility. The latest Memo is always posted on our website at <https://onekalakaua.net>. As a reminder, all residents should minimize going out of their units at this time (unless for very urgent matters).

We know this is a difficult time for everyone and we will continue to provide you with updates as they become available. Your health and safety is the highest priority. As such, we are adhering to all directions from the state health department and even doing more to keep our facility safe.

Should you have any questions please contact us at 983-4400 and please continue to inform us if you have any illness symptoms.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michelle Kakazu", is written over a horizontal line.

Michelle Kakazu, Executive Director
Dee Robinson, Administrator (Resident Care Services & Wellness Departments)

One Kalakaua Senior Living CORONAVIRUS (COVID-19)

8/26/20

This memo is also on our website at www.onekalakaua.net



This is an update to prior updates:

Update #1 distributed 2/3/20 (Health Alert: 2019 Corona Virus)
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Due to the alarming COVID-19 cases in our surrounding community, we have seen Governor's orders on 8/8/20 **Act with Care – Do Not Gather**, then on 8/18/20 **Act Now Honolulu – No Social Gatherings**, and on 8/25/20 we are back to a more strict **Stay at Home – Work from Home** order similar to the order from earlier this year in March.

To comply with the Act with Care – Do Not Gather order, earlier this month we cancelled all of our group activities and events. With the latest Stay at Home Order – Work from Home order, we will be making the following additional changes:

Effective Thursday, 8/27/20 through 9/30/20

- The fitness room, pool, and spa will be closed
- The beauty salon will be closed
- All common area rooms will be closed
- All leisure activities will return to floor only activities
- Fitness classes will continue to be broadcast over Channel 900
- All meals will continue to be delivered at no charge

We continue to be very cautious and have greater restrictions than the public due to our elderly/high-risk population. Every day, more and more facilities similar to ours (Assisted Living, Skilled Nursing, Care Homes, etc.) have cases of both residents and employees testing positive for COVID-19. Although we remain diligent with all our infection control protocols that we have put in place and we have been fortunate so far to not have had a case, it is now becoming more of a question as to “when” and not “if” our facility will also experience positive cases. **It is critical during this period of high community cases (many don't show symptoms) that you limit people from visiting you unless absolutely necessary. REMEMBER THAT WE CONTINUE TO HAVE A NO VISITOR POLICY (unless for very urgent matters).**

We are working hard to not only prevent COVID cases in our facility, but also to prepare should we have a case. Should this situation occur, we will have to make some necessary changes to our medical services in order to meet the care needs of our residents. Please carefully review the attached document, **WHAT SHOULD RESIDENTS EXPECT IF A COVID-19 CASE OCCURS AT ONE KALAKAUA** so that you can prepare in advance. Should you have any questions please feel free to contact Dee Robinson at (808) 983-4414 or Joy Martin at (808) 983-4760.

REMINDERS: without a vaccine, the most effective way to fight COVID-19 is through preventative measures

- Again, please remind your family and friends of the **NO VISITATION POLICY**, and for those who have been issued colored badges for urgent/medical business, please remind them to

sign in at the Ipad and also do their temperature screen before entering the building. They must also wear a mask and sanitize before entering. **These URGENT ONLY visits are limited to one person per visit.**

- Realtors/owners may continue to hold private showings of their unit (one on one) for sale/rental purposes. No group showing allowed. Badges are required (please see the Front Desk 8a-6p Monday – Friday, no badges are issued on the weekends). Only urgent repairs allowed.
- Follow the government guidelines for seniors and do not go out unless absolutely necessary (ie: medical appts.). **Reminder: For medical appointments however, such as going out to see your physician, dentist, dialysis, etc. please contact the RCS department prior to attending your appointment for instruction/guidance and precautions to take so that you will not be required to quarantine upon your return.**
- Continue practicing social distancing (6 feet or more apart).
- Utilize the MPR/Garden/Pool areas to do independent exercising such as walking and stretching.
- Practice good infection control and WASH OR SANITIZE YOUR HANDS frequently.
- Wear a clean mask at all times while outside of your apartment. Be sure your mask covers your nose and mouth.
- Continue to avoid any travel (international, domestic, interisland, cruise). Residents returning from any travel will continue to be required to quarantine in their unit for a minimum of 14 days.
- Residents returning to OneK from the emergency room/hospital or any healthcare facility will continue to be required to quarantine in their apartment for a minimum of 14 days.
- All new move-ins will continue to be required to quarantine in their unit for a minimum of 14 days.
- **If you aren't feeling well, call your healthcare provider and the RCS dept. at 983-4421 and remain in your unit.**

We will continue to monitor the situation in the outside community and will make any adjustments to our COVID measures accordingly. The health of our residents is of the utmost importance and some of our changes may become permanent protocol as we evaluate best practices for the safety and welfare of our residents and staff into the future.

Thank you for helping us keep you and our employees safe.



WHAT SHOULD RESIDENTS EXPECT IF A COVID-19 CASE OCCURS AT ONE KALAKAUA

- ❖ You will be notified immediately via:
 - A resident communication / memo distributed to your in-house mailbox.
 - Facility publications (talk story / newsletter).
 - On our website.
 - Signage posted in the facility.
- ❖ The Hawaii Department of Health (DOH) and our Medical Director, Dr. Yazawa (who also serves as the special COVID Long-Term Care Lead for the Hawaii Emergency Management Agency) will be immediately notified.
- ❖ We will implement our emergency response plan addressing this specific scenario and work closely with DOH and our Medical Director to help ensure the safety of all who live and work at One Kalakaua.
- ❖ Facility operations may be modified to mitigate further spread of the virus.
- ❖ The RCS dept. will not accept new admissions to the Assisted Living program during this time.
- ❖ All new move-ins (including and new resident orientations) will be halted and rescheduled for a later date.
- ❖ Should you be positive for COVID, you can expect:

INDEPENDENT RESIDENTS

- You will be immediately quarantined to your unit. You may not leave your unit for any reason unless you are leaving to remain with a family member during your illness or are being transferred to a medical facility. Non-urgent medical appointments must be cancelled.
- Your physician will be notified.
- No visitors will be allowed to your unit for any reason. For those residents on hospice services, special arrangements may be made through Administration for limited visitation exceptions (end of life situations only).
- Your family/responsible party will be contacted to assist you either by taking you to their home to quarantine/care for your needs or by coming to One Kalakaua and quarantining with you in your unit (limited to one person) to assist with your care needs.

Reminder: Independent residents not on the Assisted Living Program are not able to receive nursing care/services from our nursing staff (same as if you were in a condo that did not offer these services) unless previously enrolled in the Assisted Living Program.

- Should you opt to remain in your unit; RCS will provide 3 days of wellness checks at no charge. Wellness checks will entail 2 vital sign checks per day (one additional check above the normal allotted daily check), during the hours of 8a-6p.
Note: A red PPE (personal protective equipment) disposal bin will be placed in your unit and staff will arrive at your unit in full PPE gear and will dispose of PPE waste in the bin in your unit. Maintenance will pick up and dispose of waste daily.
- Your meals will be delivered to your unit at no additional charge.

- All other non-urgent services such as housekeeping, A/C maintenance, pest control, etc. will be halted.
- **Again, independent residents will need to coordinate with their family/responsible party for any additional support.**
- Should you wish to continue Wellness checks after 3 days, you may opt to extend these services at a reduced rate of \$25/appointment (normally \$70) for this COVID purpose only (provided that we have staff available to provide the service).
- You will be released / cleared from quarantine once the DOH, your physician, and our Medical Director have cleared you. Once cleared, all regular non-urgent services to your unit will resume (ie: housekeeping, A/C maintenance, pest control, etc.).

ASSISTED LIVING RESIDENTS

- You will be immediately quarantined to your unit. You may not leave your unit for any reason unless you are leaving to remain with a family member during your illness or are being transferred to a medical facility. Non-urgent medical appointments must be cancelled.
- Your physician will be notified.
- No visitors will be allowed to your unit for any reason. For those residents on hospice services, special arrangements may be made through Administration for limited visitation exceptions (end of life situations only).
- Your family/responsible party will be notified. You may opt to go home with them to quarantine and have them assist you with your care needs or they may come here to quarantine with you (limited to one person).
- Should you opt to remain in your unit; RCS will provide wellness checks every 4 hours which will include vital sign checks. Assisted Living Program service rates will apply.
Note: A red PPE (personal protective equipment) disposal bin will be placed in your unit and staff will arrive at your unit in full PPE gear and will dispose of PPE waste in the bin in your unit. Maintenance will pick up and dispose of waste daily.
- Your meals will be delivered to your unit at no additional charge.
- All other non-urgent services such as housekeeping, A/C maintenance, pest control, etc. will be halted.
- Any required additional services/monitoring will be discussed and coordinated with your physician and family/responsible party.
- You will be released / cleared from quarantine once the DOH, your physician, and our Medical Director have cleared you. Once cleared, all regular non-urgent services to your unit will resume (ie: housekeeping, A/C maintenance, pest control, etc.).

IMPORTANT NOTICE: Should the need arise, due to the amount of cases/staffing resources, all non-essential RCS services are subject to change / cancellation for all residents on the Assisted Living Program. We will notify participants individually should this need arise.

One Kalakaua Senior Living CORONAVIRUS (COVID-19)

6/29/20



This is an update to prior updates:

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As our local community/economy has begun to open up to kama'aina (retail stores, restaurants, offices, other businesses, interisland travel) we understand that everyone is anxious for us to start relaxing some of our current operational restrictions, however, long-term care/senior facilities like One Kalakaua will continue to be more cautious and have greater restrictions than the public due to our elderly/high-risk population.

Over the past few months, staff and residents have done a great job in practicing infection control and complying with all of our COVID-19 measures we have put in place. However due to the increased cases in the community, the virus is now making its way into long term care facilities here in Hawaii. A Harvard Medical School study showed that there is a direct correlation of cases found in nursing facilities to the prevalence of cases in the surrounding community (because it is brought in from visitors, employees, and service providers that enter the facility from the outside community). It was found that the location of a facility (the city or state they were in) was more of a determining factor for outbreaks than how clean the facility was, their 5 star rating, or the quality of care being provided. So precautions both in-house and in our surrounding community (state mandated practices) are integral in keeping COVID-19 out of our facility. We have been very fortunate to not have had a positive case so far.

Our residents continue to be the most vulnerable population (most at risk for serious illness or death from COVID-19) during this ongoing pandemic. Infectious disease experts continue to warn that the country will experience a second wave of the virus as reliable testing or a vaccine is not readily available. Given these factors, the decision to relax our COVID-19 restrictions must be made with great thought and care.

GOOD NEWS effective 7/1/20! With careful consideration to required precautions and a lot of planning, we will begin our gentle reopening by starting with some of our common area leisure activities. This will include some smaller group activities, fitness classes, library, pool/spa, and the fitness room. Special guidelines will need to be followed and all will require advance sign up with the Front Desk. Please see the attached Common Area Leisure Schedule/Modified Reopening listing for more detailed information. We will also be continuing with some floor activities.

All other previously implemented changes will remain in effect.

MORE GOOD NEWS!

- We are one of the first in the state to have a fully automated COVID-19 visitor screening system where we can manage/enforce compliance in real-time with automated alerts sent directly to the Front Desk, Security and Administration. It is comprised of two parts:

(Turn Over)

-Our Ipad screening has been up and running since 5/18/20 and allows us to document answers to all visitor/employees screening questions and to automatically database the information for contract tracing.

-As of 6/25/20 our automated Thermal Temperature Scanners were implemented to detect high temperatures and mask use.

- If all goes well, we anticipate opening up the dining room at 50% capacity with precautions in August. More to come on this later.

REMINDERS: without a vaccine, the most effective way to fight COVID-19 is through preventative measures

- Please remind your family and friends of the no visitation policy, and for those who have been issued colored badges for urgent/medical business, please remind them to sign in at the Ipad and also do their temperature screen before entering the building. They must also wear a mask and sanitize before entering.
- Follow the government guidelines for seniors and do not go out unless absolutely necessary (ie: medical appts.). **Reminder: For medical appointments however, such as going out to see your physician, dentist, dialysis, etc. please contact the RCS department prior to attending your appointment for instruction/guidance and precautions to take so that you will not be required to quarantine upon your return.**
- Continue practicing social distancing (6 feet or more apart).
- Utilize the MPR/Garden/Pool areas to do independent exercising such as walking and stretching.
- Practice good infection control and WASH AND / OR SANITIZE YOUR HANDS frequently.
- Wear a clean mask at all times while outside of your apartment. Be sure your mask covers your nose and mouth.
- Continue to avoid any travel (international, domestic, interisland, cruise). Residents returning from any travel will continue to be required to quarantine in their unit for 14 days.
- Residents returning to OneK from the emergency room/hospital or any healthcare facility will continue to be required to quarantine in their apartment for 14 days.
- All new move-ins will continue to be required to quarantine in their unit for 14 days.
- **If you aren't feeling well, call your healthcare provider and the RCS dept. at 983-4421 and remain in your unit.**

We will continue to monitor the situation in the outside community and will make any adjustments to our COVID measures accordingly. The health of our residents is of the utmost importance and some of our changes may become permanent protocol as we evaluate best practices for the safety and welfare of our residents and staff into the future.

Thank you for helping us keep you and our employees safe.

COMMON AREA LEISURE SCHEDULE / MODIFIED REOPENING EFF. 7/1/20

Addendum to Resident Memo #9 dated 6/29/20

ACTIVITY GUIDE

SEE YOUR TALK STORY AND MONTHLY CALENDAR FOR SPECIFIC DATES/TIMES OF ACTIVITIES
Contact the Resident Relations Manager, LINDA VARES at 983-4429 for more information or questions.

- 1. RESIDENTS ONLY, no outside visitors or guests.**
- 2. You must SIGN-UP IN ADVANCE AT THE FRONT DESK for all of the below activities.**
- 3. For residents requiring caregiver (CAREGIVER COUNTS AS 1 ATTENDEE).**
- 4. COMMON AREA ROOMS NOW OPEN such as library, game room, arts and crafts room, etc. and are to have NO MORE THAN 5 RESIDENTS at any given time.**
- 5. SOCIAL DISTANCING REQUIRED (6 feet or more).**
- 6. MASKS REQUIRED (must cover nose and mouth).**
- 7. SANITIZE HANDS upon entering / exiting rooms.**
- 8. If you have already signed up for your maximum time slots in a week, and you want to sign up for more, you may come down or call the Front Desk 5 minutes prior to the time slot you desire. If that slot is still open, you may add your name to the sign up list at the Front Desk.**

LEISURE/ACTIVITIES - MPR

AFTERNOON CRAFT WITH FAYE Weekly - Repeat classes are available	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit one class per week per resident
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AFTERNOON CRAFT WITH LINDA/LUTE Monthly - Repeat classes are available	CLASS SIZE LIMIT [8 attendees / 2 instructors] Limit one class per month per resident
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MIDWEEK MOVIE Weekly	ATTENDANCE LIMIT [10 attendees]
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FITNESS - MPR (presign-up by letter required A,B,C,D,E,F)

STRONG POSTURE LEVEL 1 2x/Week (Group A and Group B)	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit 1 group from A,B,C,D (2 classes per week) per resident Group A: Mon/Wed 10:30a Group B: Mon/Wed 11:30a
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STRONG BEGINNINGS 2x/Week (Group C and Group D)	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit 1 group from A,B,C,D (2 classes per week) per resident Group C: Tues/Thurs 10:30a Group D: Tues/Thurs 11:30a
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YOGA 2x/Week (Group E and Group F)	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit 1 group from E,F (2 classes per week) per resident Group E: Tues/Thurs 2:30p Group F: Tues/Thurs 3:15p
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TAI CHI 2x/Week	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit 2 classes per week per resident (Tai Chi/Qi Gong)
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BEGINNING TAI CHI 2x/Week	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit 2 classes per week per resident (Tai Chi/Qi Gong)
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QI GONG 2x/Week	CLASS SIZE LIMIT [9 attendees / 1 instructor] Limit 2 classes per week per resident (Tai Chi/Qi Gong)
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WELLNESS-location varies

OPEN GARDENING Weekly	ATTENDEE LIMIT [5 attendees]
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NON-MEDICAL TELEVISITS (Ipad, Zoom, etc.) By appt. only	BY APPOINTMENT ONLY Contact the Resident Relations Manager at 983-4429 for appointments.
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FITNESS ROOM Weekdays (Mon-Fri), 30 minute time slots 7 slots per day	ATTENDEE LIMIT [1] - May have 2 residents with Fitness Instructor present 30 minute time slots - Limit 2 time slots per week per resident 8:30a 9:30a 10:30a 11:30a 12:30p 1:30p 2:30p
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SWIMMING POOL OR SPA Daily, 1 hour time slots 15 slots per day LOCKER ROOM REMAINS CLOSED.	ONE PERSON IN POOL AT A TIME , ONE PERSON IN SPA AT A TIME 1 hour time slots - Limit 1 time slot per day per resident 6:00a 7:00a 8:00a 9:00a 10:00a 11:00a 12:00n 1:00p 2:00p 3:00p 4:00p 5:00p 6:00p 7:00p 8:00p
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One Kalakaua Senior Living CORONAVIRUS (COVID-19)

5/19/20



This is an update to prior updates:

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As the federal government begins their phased opening of states across the nation, and Hawaii moves from the Stay-at-Home, to Safer-at-Home, to now “Acting-with-Care” orders from the Governor, we all need to be reminded that **we will be the last to open**. Last week the Lieutenant Governor reiterated this by noting that it will not be safe to fully open our senior facilities for some time due to our vulnerable population. As such, **One Kalakaua will continue with all the previously implemented operational changes/restrictions through June 30, 2020.**

IPAD ISCREENING IS UP AND RUNNING AS OF TODAY, 5/18/20. As you may have read about in the last two Talk Story publications, Ipad were installed to handle all visitor/non-resident screening.

- **This is NOT for residents.**
- Only non-residents (family members, employees, vendors, professional service providers, caregivers, realtors, non-resident owners/POAs/Trustees, etc.) are required to do this Ipad screen the first time they enter the facility **EACH DAY** (so once a day).
- There is clear signage at every entry point providing direction on what to do. The Ipad questions/directions are self-explanatory and very easy to follow. Also, if someone enters something incorrectly or makes a mistake, they can just start over and complete a proper screening session.
- Reports will be generated very frequently to monitor compliance. Those not complying with the screening process will be reminded the first time, but in subsequent incidents, this could result in having their access cards/FOBs deactivated (then must come through only the Front/Main Entry). Reminder: This is required to keep our facility safe and to comply with screening and contact tracing documentation.

REMINDERS

- Please remind your family and friends of the no visitation policy, and for those who have been issued colored badges for urgent/medical business, please remind them to sign in at the Ipad before entering the building. They must also wear a mask and sanitize before entering.
- Follow the government guidelines and do not go out unless absolutely necessary (ie: medical appts.) as we are a very vulnerable population.
- Continue practicing social distancing and don't congregate in groups over 10 in our common areas or outside of OneK.
- Utilize the MPR/Garden area to do independent exercising such as walking and stretching.
- Practice good infection control and WASH YOUR HANDS frequently.
- Wear a clean mask at all times while outside of your apartment.
- Continue to avoid any travel (international, domestic, interisland, cruise).
- **If you aren't feeling well, call your healthcare provider and the RCS dept. at 983-4421 and remain in your unit.**

(Turn Over)

Last but not least, a few questions were asked regarding our prior 4/20/20 memo. Thus we are including some clarifications to that memo below:

- Residents returning to OneK from the emergency room/hospital or any healthcare facility will be required to quarantine in their apartment for 14 days.
- For medical appointments however, such as going out to see your physician, dentist, dialysis, etc. please contact the RCS department **prior** to attending your appointment for instruction/guidance and precautions to take so that you will not be required to quarantine upon your return.
- All new move-ins will be required to quarantine in their unit for 14 days (amongst other requirements). We notified realtors actively working in this building regarding the new move-in protocols.
- The Beauty Salon hours of operation has changed to Monday, Thursday, Friday from 9:30a-3p and closed on Tuesdays, Wednesdays, Saturdays and Sundays.

Again, we will be one of the last businesses to reopen due to having a high-risk population and some of our changes may become permanent protocol as we evaluate best practices for the safety and welfare of our residents and staff into the future. Thank you for helping us keep you and our employees safe.

One Kalakaua Senior Living CORONAVIRUS (COVID-19)

4/20/20



This is an update to prior updates:

Update #1 distributed 2/3/20 (Health Alert: 2019 Corona Virus)
Update #2 posted 2/10/20 (Corona Virus Update)
Update #3 posted 2/24/20 (Corona Virus/COVID-19 Update)
Update #4 distributed 3/9/20 (Health Alert: COVID-19)
Update #5 distributed 3/18/20 (Health Alert: COVID-19)
Update #6 distributed 3/24/20 (Coronavirus/COVID-19)

As the federal government begins planning for phased opening of our nation, Hawaii reports that though we are also moving in that direction, we do not yet meet the criteria for Phase 1, nor do we have adequate testing capabilities as of yet. Prior to slowly moving to Phase 1, states must meet the following criteria:

- Downward trajectory of influenza-like illnesses AND Covid-like syndromic cases reported within a 14-day period.
- Downward trajectory of documented Covid cases within a 14-day period OR downward trajectory of positive tests as a percent of total tests within a 14-day period.
- Treatment of all patients at hospitals without crises care AND a robust testing program in place for at-risk healthcare workers, including emerging antibody testing.

Once our state meets these requirements and the governor approves, Hawaii can then move to Phase 1, which includes very minimal opening of some businesses. **IT DOES NOT INCLUDE any changes to what we have implemented here at One Kalakaua, and clearly states that vulnerable individuals (such as the elderly population or those with underlying medical conditions) should continue to shelter-in-place and visits to senior living facilities should continue to be prohibited.** Currently these mandates are not anticipated to be released until Phase 3.

With this, **One Kalakaua will continue with all the previously implemented operational changes/restrictions through May 31, 2020.** In addition, effective immediately:

- All residents will be required to wear masks when outside of your unit. We previously distributed information about making your own masks, and you can also use a scarf or bandana to cover your nose and mouth. **Remember if you use cloth masks, you must launder them daily.** Later this week activity packets will be distributed to each resident which will include a disposable mask for your emergency use.
- Anyone coming in to the facility will be required to wear masks when in the common areas of the facility.
- Employees will be required to wear masks when in the presence or caring for a resident.
- Residents returning to One K from the emergency room/hospital or any healthcare facility will be required to quarantine for 14 days unless they are being discharged with a negative Covid-19 test within 24 hours of returning home.
- All new move-ins will be required to quarantine in their unit for 14 days unless they have a negative Covid-19 test within 24 hours of moving in.

Again, we will be one of the last businesses to reopen due to having a high-risk population and some of our changes may become permanent protocol as we evaluate best practices for the safety and welfare of our residents and staff into the future.

REMINDERS

- **PLEASE REMIND YOUR FAMILY AND FRIENDS OF THE NO VISITATION POLICY.**
- Do not go out unless absolutely necessary (ie: medical appt.).
- Practice social distancing and don't congregate in groups over 10.
- Practice good infection control and WASH YOUR HANDS frequently.
- Avoid any travel (international, domestic, interisland, cruise).
- **If you aren't feeling well, call your healthcare provider and the RCS dept. at 983-4421 and remain in your unit.**

One Kalakaua Senior Living CORONAVIRUS (COVID-19)

3/24/20



This is an update to prior updates:

Update #1 distributed 2/3/20 (Health Alert: 2019 Corona Virus)

Update #2 posted 2/10/20 (Corona Virus Update)

Update #3 posted 2/24/20 (Corona Virus/COVID-19 Update)

Update #4 distributed 3/9/20 (Health Alert: COVID-19)

Update #5 distributed 3/18/20 (Health Alert: COVID-19)

Last week we implemented several operational changes to meet direction from the Governor, Mayor, HDOH, and the CDC. This past weekend, the Mayor and Governor sent out more aggressive directives regarding staying home and limiting non-essential trips outside the home. The CDC and the American Healthcare Association (AHCA) and National Centers for Assisted Living (NCAL) are directing that facilities take every effort to prevent COVID-19 from entering our communities. In addition to the restrictions already listed in the memo dated 3/18/20 (see attached), the following **additional restrictions** are in effect immediately:

VISITORS

- No visitors will be allowed.
- The front entry door will remain locked 24/7.
- Those that need urgent or emergency access will need to press the intercom for assistance.
- Anyone accessing the building for urgent/emergency needs will go through a screening process.
- Social visits will not be permitted. We encourage family members to utilize phone calls, skype, etc. to stay in contact with their loved one.
- No one under the age of 18 will be allowed in the facility.

COMMON AREAS

- The Library is closed.
- The Pool and Spa is closed.
- The Fitness Room is closed.

REMINDERS

- Do not go out unless absolutely necessary (ie: medical appt.).
- Practice social distancing and don't congregate in groups over 10.
- Practice good infection control and wash your hands frequently.
- Avoid any travel (international, domestic, interisland, cruise).
- **If you aren't feeling well, call your healthcare provider and the RCS dept. at 983-4421 and remain in your unit.**

Health Alert: COVID-19



DATE: March 18, 2020

TO: All Residents/Owners/Families/Visitors

FROM: Dee Robinson, Administrator (RCS and Wellness Program)

RE: **COVID-19 (Corona Virus) Update #5**

This is an update to prior updates:

Update #1 distributed 2/3/20 (Health Alert: 2019 Corona Virus)

Update #2 posted 2/10/20 (Corona Virus Update)

Update #3 posted 2/24/20 (Corona Virus/COVID-19 Update)

Update #4 distributed 3/9/20 (Health Alert: COVID-19)

ATTACHMENTS: Hawaii Department of Health COVID-19 What You Need to Know Flyer
F&B Meal Delivery Guidelines

Current situation / Facility Status

We know many of you continue to be concerned about the spread of COVID-19 and how it may impact us here at One Kalakaua. We continue to follow and closely monitor the developments of COVID-19. As communicated in previous communications, we have elevated our Infection Control Protocols (2x/daily sanitation of common and high touch areas, restriction of visitors, tracking travel, etc.) and are continuing to monitor the situation closely with CDC (Centers for Disease Control), HDOH (Hawaii Department of Health) and HHEM (Hawaii Healthcare Emergency Management) disaster coalition. The Executive Director and Administrator are participating in daily/weekly phone conferences for status updates/recommendations on COVID-19.

Protecting the health and well-being of our residents and employees continues to be our first priority.

With the latest direction from the Governor, HDOH and CDC, critical changes will need to be made to the services that we offer and the way we operate. The pertinent recommendations are to:

- Discontinue any gatherings of more than 10 people (group activities, communal dining, etc.).
- Practice social distancing whenever possible especially for high risk groups such as the elderly and/or those with underlying medical conditions (staying at least 6 feet from others).
- Suspend activities and stay home.
- Avoid travel.
- Do not visit nursing homes, retirement or long term care facilities.

The following is what will be done here at One Kalakaua:

I. VISITORS

- a. Please inform your visitors that effective immediately through April 30, 2020 visitors will be limited to:
 - **Family Members:** Family members are highly encouraged to visit in their loved ones apartment and limit visiting in the common areas however family members under the age of 14 will not be allowed in the common areas and must visit in the resident's apartment. Use of common areas will be limited to no more than 10 residents at a time, and visitors in the common areas may limit residents' access to these areas.
 - **Medical/healthcare providers:** Caregivers from a licensed healthcare agency, physical therapists, hospice workers, etc.
 - **Contractors or Agents/POAs for emergency repair work or with urgent issues in their units.**
 - **Vendors who deliver vital supplies/packages.**

Note: New Visitor protocols will be fully implemented in the next few days and will include screening questionnaires and issuance of visitor badges.

The front door will remain locked 24/7 and visitors will need to use the intercom system in order to gain access to the building.

- b. Visitors (as defined above) who have just traveled (internationally, domestically or interisland) will not be permitted to enter the facility until 14 days from the date of arrival to Oahu or unless they can provide written documentation of a negative COVID-19 test result.

Note: Residents returning from travel will be required to self-isolate in their apartment for 14 days from the date of arrival to Oahu. Special provisions will be made to make this as comfortable as possible (meal delivery, nurse wellness checks, etc.). All employee travel is subject to the same restrictions.

- c. Visitors (as defined above) who are exhibiting fever, cough, sore throat or shortness of breath are prohibited from visiting.
- d. Updated signage has been placed at the facility entrances.

II. LEISURE SERVICES (ACTIVITIES)

- a. Effective immediately through April 30, 2020, **all group activities** both in-house and outside have been cancelled (fitness classes, pau hana, lunch bunch, arts and crafts, ukulele class, hula class, afternoon snacks, etc.).
- b. Common area room reservations must be for no more than 10 people and you are highly encouraged to practice social distancing at all times. Keep in mind only authorized visitors (as defined above) will be allowed.
- c. Gatherings in any common area will be limited to no more than 10 people.
- d. During this time residents are encouraged to find alternate means of leisure activities such as doing puzzles in your unit, visiting the library or game room (limited to no more than 10 residents at a time), start a new hobby such as painting or crocheting, watch and participate with some age appropriate TV exercise and yoga classes. You may also contact Linda Vares at 983-4429 to provide you with some solo activities or ideas that you might enjoy.

III. DINING SERVICES

- a. Effective Sunday, March 22, 2020 through April 30, 2020 communal dining will be discontinued (dining room will be closed). Meals will be delivered at no charge to your individual apartments similar to how we did it during the flooring project. **Please see attached guidelines from F&B for more information on how to order your meals, meal delivery times, etc.**
- b. Effective immediately through April 30, 2020 all salad bar and coffee service will be closed. Coffee or tea may be ordered with your meal at no charge.

IV. RESIDENT CARE SERVICES

- a. Blood pressure clinics will be during the same days/times (Tuesday and Thursday from 8a-9a and Wednesday from 3p-4p) however will now be by appointment only. Please call RCS at 983-4421 to schedule your appointment. Please do not arrive outside of your appointment times as it is important that we follow the social distancing guidelines (less than 10 people, 6 feet distancing, etc.).
- b. Scheduled meal pick up services from RCS staff will be cancelled because the F&B department will be handling all meal deliveries. RCS will be contacting you to confirm the cancelling of these services.
- c. Other changes in resident care services may be forthcoming and will come under separate notice.

Prevention

The CDC has recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our facility. However, **we need your help in battling COVID-19**. Below are some examples of how you can help protect yourselves, as well as prevent the spread throughout our facility.

Infection Control: There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to this virus. Everyday preventative actions that can help prevent the spread of respiratory illnesses, flu and other infections/viruses include:

- Washing your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
- Using an alcohol based hand sanitizer if soap and water are not available. Always use soap and water though if your hands are visibly dirty.
- Avoiding touching your eyes, nose and mouth with unwashed hands.
- Avoiding close contact with people who are sick.
- Staying home when you are sick and contacting your healthcare provider and the RCS department.
- Covering your cough or sneeze with a tissue, then throwing the tissue in the trash.
- **Practicing social distancing and avoiding large groups/unnecessary close contact with people (ie: no handshakes, hugging, aloha kiss).**
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Get your flu shot if you haven't done so already.

Additional steps to take: In addition to infection control precautions, as an elderly person (especially if you have any underlying medical conditions) who is more susceptible to risks/negative outcomes of this virus, you should also:

- Avoid any type of travel. However, if you do travel (only for urgent matters), notate clearly the location of any travel that you plan to take on your NOA (notice of absence) form keeping in mind that when you return you will need to self-quarantine for 14 days.
- Avoid going out of the facility for non-essential reasons.
- Educate yourself by watching the news and reviewing other informational sources such as the CDC, HDOH websites.

A copy of this health alert and attachments can be found online at One K's website <https://onekalakaua.net/>. **Please let your family members know** and feel free to contact myself or the RCS Department at 983-4421.

MEMO



Date: March 18, 2020

To: All OKSL Residents/Owners/Non-Resident Owners and Employees

From: Wendee Nishimura – Food and Beverage Manager

RE: **The Meal Take-Out Process effective Sunday 3/22/2020 – Thursday 4/30/2020 (as Dining Room is closed)**

Summary:

Per the memo dated 3/18/2020 that went out to all residents, we will be delivering all meals to your unit during the period specified above. There will be no delivery charge.

Take-Out Meal Procedure when the Dining Room is closed:

- Take-Out meal order forms for the entire week will be available at the front desk every Friday at 8:00 am. Take-Out meal order forms will also be available on each residential floor in a bin near the elevator (for your convenience). **PLEASE TURN IN ALL MEAL TAKE-OUT FORMS TO THE FRONT DESK BY THE SPECIFIED DEADLINES BELOW.**
 - Breakfast Take-Out meal order forms must be turned in to the Front Desk by 5:30 am daily and meals will be delivered between 7:30 am – 8:30 am.
 - Lunch Take-Out meal order forms must be turned in to the Front Desk by 9:30 am daily and meals will be delivered between 11:00 am – 12:00 pm.
 - Dinner Take-Out meal order forms must be turned in to the Front Desk by 3:00 pm daily and meals will be delivered between 4:30 pm – 6:00 pm.
- We will be delivering all meals to your apartments during this period. There will be no delivery charges incurred. Regular meal pricing and additional food charges will still apply. Do not come to the kitchen to pick up your takeout's.
- Please turn in your take-out meal order forms as soon as possible. You can turn in an entire week in advance if you would like.
- Morning coffee/tea service has been suspended until further notice, however, you may order coffee or tea with your meal at no additional charge.
- If you were not at home at the time of delivery, we will leave you a note to contact the kitchen (983-4430) to request re-delivery. However due to HDOH food regulations, if you don't claim your meal within 2 hours, it will be discarded and you will still be charged.

Please remember, ensuring residents and employees are in a safe and healthy environment is our first priority. We will try to minimize any inconvenience. All of the F&B Staff would like to thank you for your understanding and patience during this time. We look forward to keeping One Kalakaua's community safe!

Please contact Wendee Nishimura at 808-439-8099 if you have any questions regarding the meal take out process for this week.

PLEASE TURN IN ALL MEAL TAKE-OUT FORMS TO THE FRONT DESK BY THE SPECIFIED DEADLINES.

COVID-19

Coronavirus Disease 2019



WHAT YOU NEED TO KNOW

What are the symptoms of COVID-19?



FEVER



COUGH



DIFFICULTY BREATHING



SEVERE ILLNESS

How is COVID-19 spread?



Through coughing and sneezing



Close personal contact, such as touching or shaking hands



Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands



Because COVID-19 is new, we are learning more each day about the transmission patterns and incubation periods.

If you have traveled to a country with widespread community spread of COVID-19, stay home or in your hotel room for 14 days after leaving that country and monitor your health for symptoms.

- Avoid group settings, including work and school.
- Have another family member/friend, who didn't travel, run necessary errands for you, such as picking up food or medicine.
- Avoid using public transportation, taxis, or ride-shares if possible.

For a list of countries with widespread sustained community transmission, visit www.cdc.gov/coronavirus/2019-ncov/travelers.

How can I protect myself and our community?

Everyone in our community

- Avoid contact with sick people.
- Wash your hands often with soap and water for at least 20 seconds. If not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth, especially with unwashed hands.
- Get your flu shot to reduce the chance of developing symptoms that can be confused with COVID-19. Everyone ages 6 months or older should be vaccinated against the flu.

If you have traveled to an affected area and feel sick

- Stay home and avoid contact with others except for seeking care.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing. Throw the tissue in the trash.
- If you need medical care, call ahead to your healthcare provider or an emergency room and let them know about your travel history. If you need emergency medical care, call 911.
- If you have difficulty accessing medical care or have questions how to care for yourself at home, call 211.

2-1-1

Get Connected. Get Help.™

For more information about COVID-19,
call our partners at Aloha United Way 2-1-1.

Or visit our website at:

health.hawaii.gov/docd/advisories/novel-coronavirus-2019.

