

Questions for Golden Oaks – Enid Communications

How has COVID-19 affected Golden Oaks Village?

We watched, with the rest of our nation, in late January, as the virus spread at a rapid rate from China to cruise ships, to France, Spain and other nations. On Feb 29th, as our President issued travel warnings, our General Manager, Gary Lillie, closed the doors at Golden Oaks and began to be proactive and implemented procedures to prevent the virus from intrusion into Golden Oaks.

Are you following CDC guidelines?

Yes, we immediately began following the both the CDC and Oklahoma State Dept of Health Mandates to prevent community transmission into our facility and to protect the lives of our staff, residents and their families.

Are there new training and education for staff?

All licensed healthcare providers have an established and consistent emergency management program and guidelines for providing patient safety during emergencies. Whether it be natural or human caused disasters. With this virus, some additional new training was completed and implemented. Especially in the area of exposure risk assessment and management in the event of a confirmed COVID-19 case.

Is there education for residents and families to understand the necessary changes that have taken place?

Yes, we've sent out several letters and calls to family members, provided updated Covid-19 announcements, and posted educational materials on all our social media outlets to assist families and residents.

The affects for COVID-19 are more severe in seniors, has Golden Oaks revamped infection control?

The emergence of this new virus means that understanding transmission patterns, severity, clinical features and risk factors for infection are extremely important. We have established additional protocols to our infection control program to prepare in the event of a confirmed case. The role of the environmental contamination in transmission of the virus is not clear so we have been proactive in establishing additional protocol and have that program in place for resident and staff isolation areas in the event of an outbreak.

Have you implemented rapid ID verification and active screening of symptoms for residents?

We do continuous screening on our residents in our short & long term rehabilitation units along with our assisted living & residential residents regardless of this virus outbreak. Body temperature screening, cough, congestion, fever and other symptoms can raise concern and prompt diagnostic testing which can be conducted to determine the severity of any infection.

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How are you managing visitors or consultant staff?

No visitors or consultants are allowed into our facility. Vendors drop off packages in the glass breezeway and they are collected, sanitized, and delivered by our staff to residents. Mail and newspapers are placed in a sanitary container and quarantined for 24 hours before passing it out.

Have you restricted non-essential personnel?

No, all our personnel are essential to the continued mission to provide a safe environment for our residents. Even my position, which could have been considered non essential, has changed from business development/marketing to a more resident centered position.

How are family and friends able to stay connected with loved ones at Golden Oaks?

They stay in touch through phone conversations via cell phones, through social media, emails and iPad conversations. For those who do not use electronics, we have been taking videos and posting them on social media. They are receiving letters from home, cards and other notes of love from family.

How can family stay connected to loved ones who have COVID-19 if the event arises?

This will depend on the severity of the virus and patient health. We'll use various methods of communication as they are utilizing currently.

How are residents practicing social distancing (cancel group activities)?

In mid-March, we followed guidelines of the CDC and had no gatherings of 10 or more. With the need for extra precautions to prevent the spread of COVID-19, Golden Oaks staff have been working hard to protect the residents. The lack of visitors and need for social distancing has changed how we entertain our residents. But our staff have been coming up with creative ways our residents can still have fun while staying safe. We are providing "room service" and the residents love that! It's like a sweet treat to them! We have staff that host singalongs in the hallways at least twice a week, they have a traveling beauty cart where staff helps with manicures and hair, children are coming by in small groups and painting pictures on their outside windows and chalk drawings on their sidewalks, and specials treats of goodies. They have outdoor time and practice social distancing just to enjoy the spring flowers and greenery. We're also working on a journal for all the residents to document their special memories and life's adventures to give to their families. Life is still very good at Golden Oaks.

Are there new programs that help residents stay connected? Answered above

How are staff members practicing social distancing?

Part of the staff COVID-19 inservices and training have covered social distancing for not only the residents but staff as well. Our leadership requests we only use outside delivery and pickup

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services. We urge all our staff to utilize the curbside pickups at larger retailers. We also utilize pickup services for grocery, and we wear masks at all times during work hours and in public if we have to get out. We also assess the health of all the staff and do temperature testing and symptoms checks every day, if not twice daily.

Have you implemented universal use of face mask on all personnel and residents? [Answered above](#)

Are there plans in place for staff absentee?

Our administrators have been extremely busy drafting plans for scenarios that could occur in the event of an outbreak. We have plans in place for multiple options to include staffing, a solitary wing for COVID-19 patients, and housing for staff that will be sheltering in place as they continue to take care of our residents. We have addressed both mild to moderate outbreak options and have plans of action in place. Our staff has been very cooperative, and many have volunteered for patient care even if isolation occurs.

Do you have a plan in place if a resident test positive for COVID-19? [Answered above](#)

Do you have designated quarantine rooms? [Answered above](#)

How are Golden Oaks' supplies and resources, are you worried of PPE shortage?

With all the health care workers caring for all the residents statewide, the demand for Personal Protective Equipment (PPE) is high and may be unable to be met by our traditional vendors and supply chains. Our administrators have been trying for weeks to find alternative sources and our Region 1 Emergency Management Response Director, Paulette Marshall, has been extremely dedicated to sending us resources and updates to keep us abreast of advisories, situational updates and PPE supplies available.

Is there a sense of worry in the Golden Oaks Community?

As we enter our sixth week of sequestering our residents in the health centers and independent living in our tower buildings from this virus, I'm sure family members feel physically cut off from their loved ones and worry about their care and mental health. But restricting visits doesn't mean curtailing communications from family and friends. They have found unique ways to stay connected while being sequestered in their rooms. Feedback from the families has been positive in the knowledge that we are keeping their loved ones safe and they appreciate that. So many of our residents in the independent towers have been baking and cooking more, they come in to pick up their to go lunches while being serenaded by staff, and do some socializing while maintaining their social distancing rules and wear hand sewn masks. I know they are ready to see their families but, in all honesty, for a facility of more than 450 staff and residents, we're doing great!

Has it been challenging for both staff and residents?

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Our health center staff is wonderful. They have embraced the training, adjustments, and are continuing to provide the best care for our residents. Everyday these heroes come to work and care for people who rely on them for their meals, bathing, medication management, entertainment and everyday they come in and do a brilliant job of providing comfort, peace and hope to the residents. Yes, being a caregiver is difficult work but can be the most rewarding and our staff is handling this with patience, flexibility and compassion.

Many of our staff members are going above and beyond their scope of work. We shop for all our independent tower and community residents through online ordering programs and pickup services. Many of our residents have groceries delivered to the outside townhouses and cottages and are sheltering in place in their homes by the lake. They are all following the social distancing guidelines but still come outside to walk around the lake, enjoy the wildlife and wave to neighbors as they go by. Our residents are receiving wellness calls every other week to make sure they are doing well, feeling healthy and help with getting them supplies/groceries, if needed. Most all are staying home and following guidelines set by our City.

How can the Enid Community help?

In visiting with our neighboring health facilities, we are all in agreement PPE is much needed. The way our community can help our seniors at all our city-wide nursing homes, assisted living facilities and senior retirement homes is to send notes of encouragement, cards, letters and visits outside windows to bring cheer to the residents. Those that sew, have been generous to our facilities in sending hand sewn masks. With more than 450 staff and residents at Golden Oaks alone, we can always use those gifts of face coverings to help save the inventory of PPE for an outbreak situation. It really helps to boost morale to know that the rest of the community is behind us in our fight to battle this virus. We are glad we live in a community that is rallying behind our healthcare workers and by having this donation, it helps us tremendously.

So, while you are homebound with your children, make those drawing, notes and cards and send them to any of our healthcare facilities. On behalf of Golden Oaks, we want to thank everyone in our community who has supported us through this pandemic. As a nonprofit non denominational retirement center we find comfort in the scriptures which are posted daily in our home. When anxiety was great within me, your consolation brought joy to my soul. Psalm 94:19

This community has brought joy to our soul, our staff has brought joy to our soul, our residents have brought joy to our soul and we are thankful that the Lord is our ever present help in troubling times.