

# Resident Handbook Covid-19 Supplement

As states across the country take steps to re-open businesses and public areas, Golden Oaks Village will be working with local city and state governments, as well as health authorities including the CDC to determine changes and actions in our community. While our passion is to reconnect you to family, friends, and the spirit of community, we will do it with patience and care. The health and safety of those who live and work at our communities are always our highest priorities. As we find ways to lessen isolation, we will introduce thoughtful social distancing. We encourage you to keep your interactions within the community, and limit visiting public places or taking non-essential trips.



*Everyone is required to wear a mask, including all residents, all employees, and any screened essential visitors. Masks are available at the front reception desk. See your reception team.*



*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.*



*Although our surfaces are cleaned frequently, you should try to limit touches to surfaces outside of your apartment.*



*Put distance between yourself and other people. Stay at least 6 feet (about 2 arms' length) from others.*

## YOUR COMMUNITY

### Communication

We will continue to share changes and updates, so you understand what is happening in your community during COVID-19. Our website [www.goldenoaks.com](http://www.goldenoaks.com) will also have COVID-19 updates and information.



We will utilize texts, emails, automated telephone messages and/or printed communication to stay in touch and connected. And of course, do not hesitate to reach out to our community General Manager, Gary Lillie, or Health Services Director, Scott Bushong, if you have any questions or need anything.

### **Visitors to the Facility**

You can meet friends or family outside of the building. At this time, out of an abundance of caution, in our long-term care, assisted living and residential care facilities, access to the community is limited. Independent Tower residents may receive visitors in their apartments by appointment only. We are limiting the number of visits per day. Call the reception desk to secure your appointments. Outside family may call 580-249-2600 to set up family visits.

### **Front Entrance Screening**

Everyone must enter through the front entrance only (back or side doors prohibited) and must pass a series of screening questions to make sure that they do not have COVID-19 symptoms and have not been exposed to someone with COVID-19. In addition, every individual that enters our building will be temperature checked. Employees are temperature screened three times per day. While no system is 100% foolproof, and some people are asymptomatic, we believe the measures we have put in place are very effective and follow along the CDC and local health department recommendations.

Visiting Hours are scheduled during the business hours and are limited to one-hour duration.

### **Dining Service**

We are opening our dining area to outside community residents in A, B, & E sections to provide opportunities during lunch and dinner. It will consist of 2 residents per table (unless you both live in the same apartment together) to ensure safety and social distancing. Please follow dining social distancing as posted on group table settings. Participation is mandatory.

### **Activities**

In addition to normally scheduled activities, the exercise room will be open and is limited to two residents at a time. Please follow social distancing guidelines (at least six feet apart), remember you will need to wear your mask in and out of the building. Outside activity is encouraged. Individualized time on the walking trails is permitted.

### **Elevator**

Always wear a mask and allow one to two persons in the elevator at one time

### **Transportation & Bus Service**

The drivers will continue to provide scheduled trips to all life-sustaining (dialysis, chemotherapy, etc.) & medical appointments only. Please contact reception to schedule. A mask must be worn while in the car or on the bus. The vehicles will be disinfected after each trip.



## **Trash**

Please leave your trash outside of your apartment at the designated time, and we will continue to pick-up trash daily.

## **Housekeeping**

We have increased our common area cleaning and disinfecting and will continue to provide apartment cleaning every two weeks. If you feel sick, on your housekeeping day, please call the reception desk and cancel. Please note: all housekeepers are cross trained and clean on a rotation schedule. Residents cannot request personal scheduling. On the day of housekeeping, please turn your thermostats down temporarily while they clean.

## **Laundry**

Please remember to maintain social distancing and to wear your mask when in the laundry room. Scheduled laundry times will continue.

## **Maintenance Requests**

Continue to contact the reception desk for all maintenance requests. Please do not stop the building staff and make requests. You must call the front desk to report repairs.

## **Beauty Salon**

Based on local jurisdiction rules and guidance, the beauty salon will be open by appointment only. The salon operators will comply with the local county requirements of sanitization and disinfection between each appointment. Please remember to wear your mask. To make an appointment, call 580-249-2628 during the hours of 9 am – 3 pm.

Please contact your management team with any questions you may have about these or any other policies in the community at 580-249-2600.