



Community Precautions for COVID-19 (Coronavirus)

UPDATED March 23, 2020 at 2:30 PM

Dear Laurel Lake Residents & Families,

As the battle to contain the spread of COVID-19 continues in our state and across the nation, the State of Ohio has now issued a **Stay at Home Order** for all Ohioans. This order goes into effect tonight, Monday, March 23 at 11:59PM and will remain in effect until April 6 at 11:59 PM.

A copy of the **Ohio Stay at Home Order** has been posted on residents' CATIE devices (in the "Coronavirus 2020" folder under the Wellness tab), along with a very helpful list of **Frequently Asked Questions** prepared by the State. These documents can also be found on the Laurel Lake website at www.laurellake.org/covid-19.

As an Essential Business, Laurel Lake continues to operate. We are maintaining extensive health and safety protocols, and will continue to monitor the situation and adapt our protective measures as needed. We are implementing precautions as recommended by the Ohio Department of Health, Summit County Health Department, and the Centers for Disease Control to help our community stay well.

We are extremely grateful to our residents, family members, employees, vendors and community partners for their understanding and teamwork during this time as we all work together for the health of our campus, community, state and nation.

ALL residents and staff are strongly encouraged to:

1. Wash hands frequently with soap and water. Avoid touching your face. Cover your mouth when coughing or sneezing. Avoid close contact with others. Clean and disinfect frequently touched surfaces.
2. **Residents who experience symptoms of respiratory illness, such as fever, cough or sore throat, or who think they may have been exposed to someone with COVID-19**, are asked to remain in your home and call Mary Nichols-Rhodes (330-351- 3271), Deb Shrieve (330-314-6502), or the Front Desk (330-650-0681). A member of our healthcare team will assess your health status and, if indicated based on your symptoms and risk factors, will help you contact your medical provider to determine the best course of action. Anyone experiencing shortness of breath should seek immediate medical attention.
3. **Staff who experience symptoms of respiratory illness, such as fever, cough or sore throat, or who think they may have been exposed to someone with COVID-19**, should NOT report for work. Instead, the team member is advised to stay home, call their supervisor immediately, and await further instructions.
4. **Residents or staff who return from travel** may be asked to temporarily isolate themselves at home for a period of 14 days until it is clear they have not been exposed to COVID-19.

The following preventive measures are in effect until further notice:

Independent Living Residents

- **We are urging Independent Living residents NOT to have visitors at this time!** Help us prevent the spread of this virus. Everyone (residents, staff and essential visitors or contractors) will be screened at the Front Entrance for fever, and must answer a series of questions to determine whether they have symptoms of, or may have been exposed to, the COVID-19 virus. The Front Entrance doors are open and staffed from 7:00AM to 7:00PM daily. Anyone arriving outside those hours must call Security using the phone in the breezeway in order to be screened and allowed inside.
- **We are urging Independent Living residents to avoid leaving campus if possible.** Doing so may put you, your neighbors, and our community at greater risk of exposure to Coronavirus. Residents who need to restock on groceries, prescriptions, or other supplies may wish to have them delivered by family to our Front Entrance Breezeway where you can pick them up. Residents can also order groceries online for delivery using services like www.instacart.com or www.shipt.com. Residents who are concerned about getting essential supplies should call 330-655-1436 for assistance.
- **The Lakeside Dining Room and Bistro are CLOSED to in-person dining until further notice.** Instead, Laurel Lake continues to offer Meal Delivery (delivery fees are waived) and carry-out options. Residents can now use their CATIE devices to order meals.
- All programs and events on campus have been cancelled until further notice.
- All guest suite stays have been cancelled.
- Our Environmental Services team has increased common area sanitizing and cleaning practices, especially for high touch surfaces such as handrails, doorknobs, and elevator panels. We have added hand sanitizer stations throughout the campus.
- The Colony Shop remains open at this time. Delivery service is available for residents who may need to self-isolate (call 330-655-1445).
- The Salon is closed until further notice.
- PNC Bank will be closed until April 7, 2020.
- Wellness Center visits during open house will be by appointment only. Call the Wellness Center at 330-655-1426 with questions, or to schedule an appointment.

Crown Center Skilled Nursing

- **By order of the State of Ohio, our Crown Center is currently CLOSED to visitors, including other Laurel Lake residents.** Exceptions are being granted for hospice patients. Call Deb Shrieve (330-314-6502) or Jana Strock (330-655-1402) with questions or requests. Friends and family are invited to communicate with Crown Center residents in ways other than in-person visits, such as phone calls or video chat. Our staff can help facilitate this.
- If permission to visit is granted, visitor must pass a temperature screen and answer a series of questions to determine whether they have symptoms of, or may have been exposed to, the COVID-19 virus.
- Meals are now being delivered to resident rooms (no community dining).
- Off-campus, non-essential trips for physician appointments are being reviewed and may be cancelled or conducted remotely via telephone or video conferencing.
- Salon services in Crown Center are temporarily discontinued.
- Personal laundry services for Crown Center residents will be provided by Laurel Lake at no charge until further notice.

Greenwood Assisted Living

- **Greenwood Assisted Living is currently CLOSED to visitors, including other Laurel Lake residents.** Exceptions are being granted for hospice patients. Call Lisa Mitchell (330-

687-3232) or Rachelle Esque (330-351-1318) with questions or requests. Friends and family are invited to communicate with Greenwood residents in ways other than in-person visits, such as phone calls or video chat. Our staff can help facilitate this.

- If permission to visit is granted, visitor must pass a temperature screen and answer a series of questions to determine whether they have symptoms of, or may have been exposed to, the COVID-19 virus.
- The Greenwood Grille restaurant is CLOSED to community dining until further notice. Instead, meals are being delivered to resident apartments.
- Off-campus, non-essential trips for physician appointments are being reviewed and may be cancelled or conducted remotely via telephone or video conferencing.
- Salon services for Greenwood residents are temporarily discontinued.
- Personal laundry services for Greenwood residents will be provided by Laurel Lake at no extra charge until further notice.

Laurel Lake residents and staff are encouraged to watch for regular updates on our website at www.laurellake.org/COVID-19, along with updates in the Friday Flash and on CATIE.

The health and wellbeing of our residents and staff is Laurel Lake's top priority. Thank you for your support, understanding and cooperation as we work together to keep our community safe!

Respectfully,

David Oster
Chief Executive Officer

Jana Strock
Director of Healthcare Services

What should I know about COVID-19?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person like the flu. This new virus strain was first identified in Wuhan, China. Symptoms include mild to severe respiratory symptoms such as fever, cough, and shortness of breath.

What can I do to protect myself and my loved ones?

Avoid close contact with people who are experiencing symptoms. Avoid touching your eyes, nose, and mouth with unwashed hands. Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available. Clean and disinfect surfaces in your home that are touched frequently with disinfectant. Avoid traveling to places with widespread or sustained community transmission of COVID-19.