



## Questions & Answers on Recent COVID-19 Infection Precaution Protocols

April 10, 2020

### Questions about Medical Protocols

#### **Q. Who decides if my medical appointment is essential or non-essential?**

- A. Our Medical Director, Dr. Mariatu Koroma-Nelson, and your physician will make that determination. If you are uncertain if your medical appointment is essential, please contact:

GHBC Residents: Justin Carwile at 703.578.7100 or [jcarwile@goodwinhouse.org](mailto:jcarwile@goodwinhouse.org)

GHA Residents: Cathy Farmer at 703.824.1157 or [cfarmer@goodwinhouse.org](mailto:cfarmer@goodwinhouse.org)

#### **Q. If I go out for an essential medical appointment, do I have to be in quarantine for five days?**

- A. Yes. This decision has been updated since our communication to residents on Wednesday. In addition to the five day quarantine, residents leaving campus for any reason will be required to take their temperature twice daily and report their temperature reading to the clinic. This guidance is based on case research in the U.S. and globally that asymptomatic carriers are more likely to be infectious with a higher viral load prior to the incubation period. It also aligns with recent medical reports supporting a five day quarantine with twice daily temperature checks for individuals with no known direct exposure.

#### **Q. Why is the quarantine for five days instead of 14 days?**

- A. 14-day quarantines are for those individuals who have had direct exposure to an individual with a confirmed or suspected case of COVID-19.

*We are committed to keeping you, residents and staff healthy. Please join us in our efforts to keep our community infection-free.*



**Q. What are the options for tele-health?**

- A. The Federal Government has amended regulations on tele-health options. Tele-health is healthcare provided remotely by means of technology and tele-communication. Most physician offices offer some form of tele-health as they have been required to limit the number of patients they see. We suggest you contact your physician to learn more about their offerings. In the near future, Dr. Koroma-Nelson's patients at Goodwin House will receive instructions for how to access the Virginia Hospital Center's tele-health options.

**Questions about the Off Campus Protocol**

**Q. Why can't I drive to the park and take a walk, or play golf?**

- A. We strongly urge that you do not. Here's why: you cannot control social distancing when you are off campus. You cannot control whom and what you encounter when you are off campus. You cannot control exposure to COVID-19 when you are off our campus.

Every one of the health authorities that we follow has asked every citizen in our country to avoid unnecessary risks. Going off campus for anything other than essential or medical needs is an unnecessary risk to you, other residents and staff.

**Questions regarding a Confirmed COVID-19 Case at a Goodwin House Campus**

**Q. What are the contingency plans if we get a positive case on one of our campuses?**

- A. If a resident in independent living tests positive for COVID-19, the resident will either be in quarantine in their apartment or a dedicated area in the Health Care Center, pending guidance from Dr. Koroma-Nelson. If a resident in assisted living or health care tests positive for COVID-19, we will move them to the dedicated area in the Health Care Center. We have dedicated a household in the GHBC Health Care Center and a small house in the GHA Health Care Center to safely care for residents who test positive for COVID-19.

In addition, we have dedicated staff at both communities that will provide care for residents with COVID-19. These dedicated staff teams will wear full Personal Protective Equipment while supporting these residents. This approach will ensure that Goodwin House cares for our residents with COVID-19 while reducing the risk of spreading the virus to other residents and staff.

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**Q. How will family members of residents with COVID-19 be updated on their loved one's condition? Will they be able to be in contact with their loved one?**

A. Family members of residents with COVID-19 will be kept updated on their loved ones condition and will be provided a central point of contact to help them stay informed.

**Q. How will residents be notified if we have a confirmed COVID-19 case?**

A. If we have a resident or staff member who tests positive for COVID-19, we will notify residents, staff and all residents' family members for whom we have emails. We will be transparent in our updates and post them on the COVID-19 page on our website ([www.goodwinhouse.org/COVID-19](http://www.goodwinhouse.org/COVID-19)).

### **Questions about Screening Desk Precautions**

**Q. How would the staff member at the screening desk be able to determine who left the campus vs. who was just walking on the grounds and returning?**

A. Our screening desk staff members and reception desk teams are actively monitoring all individuals entering the front entrances of each community. We ask all residents who leave campus to check in with the screening desk. Residents who have gone off campus will be fully screened upon their return. Residents who have gone for a walk or walked their dog on campus will be required to let the screener know where they have been (they will not be screened upon their return).

There is also an honor system to uphold. We ask every resident to support the honor system.

### **Questions about Meal Delivery**

**Q. What prompted the decision to move to meal-delivery? Why now?**

A. We moved quickly to meal delivery to residents because we received notification this week that the peak of COVID-19 in our region would occur two weeks earlier than projected. We were duty-bound to take every precaution for the health and wellness of our residents and staff, so we adopted the meal delivery protocol promptly.