



GOODWIN HOUSE

Coronavirus/COVID-19 Q&A for Residents

March 24, 2020

Q. If I travel, will I be able to return to Goodwin House?

A. If a resident travels outside of the United States (including cruises) or to any area in the United States outside the Washington, D.C. metropolitan area, they will be required to quarantine in their apartments and required to monitor their temperature twice daily and report results to the Clinic staff/Nursing Supervisor.

Q. If there are certain infection precaution measures that can prevent a case of COVID-19 on our campuses, should we put these in place now and not after the fact? Should residents be confined to their apartments now to prevent exposure and spread?

A. The Goodwin House Infection Precaution and Planning Core Team convenes daily at 8:30 a.m. to review new guidance from health authorities, address resident and staff needs and adjust/expand our protocols as needed. There is a balance in following evidence-based guidance from health authorities and supporting residents' quality of life.

This team will continue to monitor developments 24/7 and take appropriate measures – as advised by the Centers for Disease Control, the Virginia Department of Health, local health authorities and our Medical Director (Dr. Mariatu Koroma-Nelson) – and provide updates to residents and staff on a timely basis. At some point, regulatory guidelines or health department guidance may result in the decision to quarantine in place – requiring all residents to remain in their apartments.

Q. Is anyone at GHA or GHBC in self-isolation due to COVID-19?

A. No. There are several residents who were traveling and had the potential to be exposed to COVID-19 when we implemented our travel and visitation protocols. Effective March 9th, those who traveled outside the United States, were on a cruise or

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visited an area with 50 or more confirmed COVID-19 cases went into quarantine upon their return. We have updated our protocol to include all residents who travel outside the Washington, D.C., metropolitan area. Upon return to their Goodwin House community, they are required to quarantine for 14 days, take their temperature twice daily and report their temperature to the Clinic who will monitor their health. To date, none of these residents is experiencing respiratory virus symptoms.

There are also several staff members who are in quarantine due to travel. Employees who work at other senior living communities that are experiencing active cases of COVID-19 are not being allowed to work in our communities at this time.

Q. What will happen if Goodwin House has a confirmed case of COVID-19?

A. Any resident or staff who is experiencing symptoms will be reviewed to determine if they should be tested for COVID-19. If so, we will work with our Chief Operating Officer (Linda Lateana), health care leaders (Cathy Farmer at GHA and Karen Doyle at GHBC), Medical Director and local health authorities to ensure they are tested. If a resident or staff member tests positive for COVID-19, there is a well-organized protocol Goodwin House will follow:

- We will notify our COO, health care leaders, Medical Director and local health authorities.
- If it is a *resident* currently living at GHA or GHBC, the resident will be placed in isolation and receive care by a dedicated team.
- If it is a *staff* member, they will be isolated in their home, and we will stay in touch with them to be supportive.
- If the resident is in the hospital, we will stay in close contact with the medical team caring for them in the hospital.
- We will notify our residents, the families of residents and staff.

In all instances our health care leaders, Medical Director and leadership will work closely with the local health department and follow guidelines from the Centers for Disease Control and Virginia Department of Health.

Q. What if my spouse/partner tests positive for COVID-19?

A. Residents will remain in the same apartment and practice social distancing as best as possible. If the apartment has a second bedroom, den or other room, the spouse/partner without COVID-19 should use a separate place to sleep and rest, and if possible, a separate bathroom.

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Q. Reservists are still moving in to our community. Is this appropriate?

A. Goodwin House made the decision to support reservists who were in motion to move into our communities – subject to screening protocols - and not upset their entire lives in the 11th hour before their move. All reservists are being screened as well as their movers. The movers are required to wear masks and limit their movement on campus to loading docks and the new resident's apartment. The new residents will be quarantined for 14 days upon joining our community, and we will support them with meal delivery, mail delivery and other needs to ensure they are welcomed and cared for. We know you join us in looking forward to welcoming these new members of the Goodwin House family in person when the time is right!

Q. What is PPE? May I have some?

A. Personal Protective Equipment, or PPE, refers to items such as face masks, goggles, gloves and gowns. Goodwin House has a limited supply of such items and is working with our business partners and local health authorities to obtain more. Because supplies are limited, PPE is only being issued to staff who may need to use it to provide care or services to symptomatic residents.

Q. Will Goodwin House be able to test residents and staff for the virus?

A. Goodwin House has access to test kits. On an individual basis, we can obtain COVID-19 test kits from our laboratory provider, INOVA Laboratory. In some situations, the Health Department will also provide us test kits. Through Dr. Mariatu Koroma-Nelson, the Goodwin House Medical Director, our residents can receive an order to be tested by the Virginia Hospital Center as needed. In the event of a suspected or confirmed case, the local Health Department will oversee testing administration.

Q. What if a resident or staff member passes away due to COVID-19?

A. We will grieve their loss. Goodwin House is a family, and every one of us will feel that loss deeply. We will support that individual's family and loved ones in any way possible. Our Chaplains will be alongside the family as they mourn their loss and will help the family consider funeral service arrangements in the current environment.

We also will come alongside residents and staff to help them through the loss, with grief counseling and support.

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Q. What can residents do to help during this time? How can we put our gifts and talents to use to support the Goodwin House family?

A. Continue to practice good infection control, maintain social distancing and remain calm and patient. These common practices will do as much as anything to keep us all healthy and in good spirits. We encourage social connections with fellow residents through phoning, email, texting or FaceTime. As you're able, you can also volunteer to support community needs. As an example, a number of residents are now delivering morning newspapers to residents' doors. This delivery was previously handled by a third-party service, though out of an abundance of precaution, we suspended that service. We now have the oldest newsboy and newsgirl delivery service in all of America (and we're proud of it)!

As we've all been hearing for several weeks, one of the most important infection precaution steps we can each take is to wash our hands properly and frequently. If you have access to the internet, please take a few minutes to watch this informative video on how soap kills the coronavirus:

<https://www.youtube.com/watch?v=-LKVUarhtvE&feature=youtu.be>

Q. Is it okay to admit that I am feeling very anxious about this situation?

A. Oh my goodness yes! It is healthy to acknowledge concerns and reach out to our social work teams and/or chaplains to share your feelings. You can reach them here:

GHA:

Monica Hutchins-Thomas, Director of Social Work
703.824.1583 | mhutchins-thomas@goodwinhouse.org

Bruce Stewart, Chaplain
703.824.1284 | bstewart@goodwinhouse.org

GHBC:

Barbara Fornoff, Director of Social Work
703.578.7225 | bfornoff@goodwinhouse.org

Theresa Brion, Chaplain
703.578.7224 | tbrion@goodwinhouse.org

Clinical Pastoral Education (CPE) for all of Goodwin House:

Liz Pomerleau, Director of CPE, Chaplaincy
703.578.7576 | lpomerleau@goodwinhouse.org

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Q. What are some things I can do to find peace right now and positive feelings?

A. The Goodwin House Life Enrichment teams have been and will continue to circulate suggestions for staying active right in your apartment. You will find these in your weekly newsletters, the Infection Precaution Resident Update published every Friday and your communities' resident communication channels (GHA residents' listserv - ghareidents - and GHBC resident website).

As additional support, we are sharing the attached guidance for remaining calm through peaceful and even creative activities.

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