



## **Tough Questions Answered – Century Park – COVID-19**

### **Q: What have you done so far in preparation for a potential COVID-19 event at one of your communities?**

A: The health, safety, security and comfort of our residents and teams is our top priority. All of Century Park's communities are carefully following the rapidly changing coronavirus/COVID-19 situation and have been acting upon recommendations by the Centers for Disease Control and Prevention (CDC) and local health departments and regulatory agencies. We have taken the following actions over the past few weeks:

- Conducting additional training with team members following CDC recommendations to prevent the spread of COVID-19, focusing on proper handwashing, housekeeping and disinfecting
- Restricting any employee from working if he or she feels ill or has symptoms of a respiratory illness
- Conducting retraining on standard precautions policies and procedures in the event a resident or employee may show signs of illness
- Adhering to strict visitor restriction protocols set forth on March 12, 2020
- Serving residents all their meals in their apartments
- Conducting health screenings, including temperature checks, of all staff members at the beginning of their shifts.
- Establishing protocols for food, supplies, equipment and prescriptions

### **Q: How are residents feeling; are they scared?**

A: We acknowledge that this can be a worrisome situation for our residents. We are continuing to do everything we can, under the recommended protocols, to keep our residents' mental health in a good place. Our residents understand the steps we are having to take and support our efforts to keep them safe.

### **Q: Are residents allowed to leave and go home with their families?**

A: Residents are allowed, of course, to go home at any time but there is no question that they are safer with us in our community due to our strict health protocols.

### **Q: Do you have enough food supplies? For how long?**

A: Yes. We are very confident in our food supplies (and food supply chain) across all of our communities. We are working closely with our national food service provider on a daily basis to ensure no disruption for however long any quarantine may last.

### **Q: How are you handling vendors and deliveries?**

A: All deliveries are being dropped at a designated place outside of our communities. They are then disinfected before they enter one of our communities.

**Q: Have you canceled public events, outings and meals?**

A: Yes. Following all recommended protocols, we are refraining from all group events at this time, including outings. We continue to make sure residents are fed healthy, delicious food in the privacy of their apartments.

**Q: Your sister company owns the facility in Kirkland, Washington, where they've had many deaths. Why should we trust that your facility will be any different?**

A: I can't speak to facilities which Century Park doesn't operate. I can tell you that we are prepared, and the health, safety, security and comfort of our residents and teams is our top priority. The case has been reported to local, state and federal health authorities, and the community is following all recommended guidelines and directives in response, including additional thorough cleaning and sanitation protocols. Additionally, residents are being asked to remain in their apartments at this time until the risk of transmission is resolved, and the community will continue adhering to strict visitor restriction protocols set forth two weeks ago.

**Q: In case of an outbreak, do you have enough staff? Are you concerned with staff shortages of any kind?**

A: We are, of course, deeply concerned for our staff, residents and families as we work through this challenging situation. Taking care of our residents is our highest priority, and we are confident that staff at every level of the organization are prepared to rise to this challenge.

**Q: Are you closing down public meals? Shouldn't you do that?**

A: Yes, we have. Residents are being fed healthy, delicious food in the privacy of their apartments.

**Q: If the residents are quarantined, do you have a supply of prescriptions?**

A: Yes. We have communicated with our pharmacy partner and are very confident in our ability to provide medications, even during an outbreak and/or quarantine. We will also evaluate resident medications and determine if there are meds that could be held, as necessary.

**Q: What precautions are you taking with extra cleaning/wiping?**

A: We are following the stringent recommendations of the CDC and following manufacturing guidelines ensuring commonly used surfaces are disinfected on a very regular basis.

**Q: What if I want to take my loved one home? Can I do that?**

A: Families are well within their right to take their loved one home at any time, should the CDC and other health agencies allow it. That said, it's important to remember that seniors are a very vulnerable audience, and the safest place for them is likely in one of our communities. We encourage families to consult medical professionals before moving their loved one, and to practice social isolation, as directed by the CDC.

**Q: Do you have enough testing kits?**

A: Testing would be completed outside of the community; health officials are telling us that anyone with symptoms can be tested for COVID-19.

**Q: I want my loved one to get tested for the coronavirus, even if he/she isn't showing symptoms, can I do that?**

A: Currently, only residents with symptoms would be of highest priority for testing and treatment, and all testing needs to be done in the hospital, not in our facilities. Federal healthcare officials have stated we can anticipate tests will become available for everyone who might benefit from a COVID-19 test, in coming weeks.

**Q: How is Century Park ensuring all 43 communities are meeting guidelines nationwide?**

A: We are meeting every other day, and communicating daily via email. For any community that would confirm an actual case, we will have daily meetings. Additionally, we have distributed checklists to all communities, and they have to turn in the checklist to the regional director of operations daily and weekly.

**Q: Are your employees who are staying home (because they exhibit symptoms) getting paid?**

A: Anyone who is not feeling well should stay home. We are also working with individual situations to self-quarantine if needed. We are currently following standard company guidelines around sick and vacation time. We are also allowing staff to take a leave of absence or short-term disability, if eligible.

