



WHAT YOU NEED TO KNOW ABOUT SENIOR LIVING & COVID-19

INTRODUCTION

Masks, aggressive cleaning protocols, and words like “quarantine” and “social distancing” have become a part of our everyday language. As we continue to learn more about COVID-19, we know that taking extra precautions to protect ourselves and our loved ones are essential to better health and well-being.

So, what does that mean for ourselves and our loved ones? How can we prepare and stay prepared to fight a pandemic while still providing excellent care and peace of mind to live your best life?

This guide will answer those questions for you and give you the peace of mind you need to step confidently into a happy and healthy retirement.

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START YOUR RESEARCH

Today's senior living options are endless, and navigating them can feel overwhelming – especially now. Whether your search started before the COVID-19 outbreak or family quarantines have led you to realize that you or a loved one would benefit from a

community lifestyle, you are not alone. Many families are in the same situation. The good news is that there are steps you can take now to prepare for a move, even during these evolving times.

[Visit our Senior Living Resources Page](#)

MOVING VS. STAYING

Making the Decision to Move

In uncertain times, senior housing is an excellent place to be. You can be confident that you or your senior loved one will receive the best service possible when you join a Leisure Care community. In fact, as of this writing in August 2020, our Covid-19 positive rates are nearly seven times lower than the national averages through August. We attribute this to widespread testing, comprehensive protocols for cleanliness and infection control, and almost 50 years of experience serving seniors.

Our communities offer resident engagement, social connection (even with social distancing), and around the clock access to staff trained to respond to emergencies. Many of our communities are licensed to provide 24/7 assistance with activities of daily living provided by trained resident assistants. We have clear and well-established protocols to help keep residents healthy, while providing access to food, groceries, and medication.



LIVING AT HOME VS. MOVING TO SENIOR LIVING

When home maintenance interferes with your way of life, it may be time to consider moving to senior living. As we age, maintaining our home and our lifestyle can become increasingly challenging. Take a look at how senior living can help you find freedom from these challenges while increasing independence.



Social Life: Living alone can be isolating with few opportunities to socialize and stay involved with interests and hobbies.

A senior living community offers welcoming neighbors as well as social, educational, and physical daily activities.



Transportation: Senior living offers regularly scheduled transportation and concierge services to get you where you want to go when you need to go. Living alone increases your reliance on the availability of others.



Dining: Seniors who live alone are more likely to dine alone, eating unhealthy pre-made meals, and often report having difficulty following special dietary requirements. In a senior living community, meals are prepared fresh daily in a community setting where meals are a social event. Well-trained chefs prepare specially made meals, maximizing nutritional value.



Housekeeping: Being solely responsible for cleaning and laundering can be overwhelming and time-consuming.

Staff can keep your apartment home clean and your linens fresh in a senior living community.



Emergency Assistance: Living alone can bring anxiety about getting help in an emergency. Our apartments include an emergency communication system to contact on-site, awake staff 24/7/365 – or 366 in a leap year!



Physical Activity: When you live on your own, it can be challenging to get a fitness center or make physical fitness a priority. In most senior living communities, fitness is a way of life with fitness centers onsite, group fitness classes, personal training sessions, etc.



Independence: Living alone brings increased dependence on family and outside help for activities of daily living.

This can often leave seniors feeling like a burden on their loved ones. In a community, seniors receive services and enjoy amenities designed to maximize independence while receiving discreet assistance from a well-trained and professional staff.

We know that these are unpredictable times, and we are with you as we also navigate the many uncertainties of the future. As we continue to advocate for seniors and their loved ones, we fully trust that senior living is the best environment for older adults.

THE NEW NORMAL OF SENIOR LIVING

Our experience has taught us that sometimes care needs to be creative. Our communities have become more creative than ever, facilitating engaging activities and events that respect social distancing guidelines without missing any of the FUN.

Here are just a few of the ways our communities have adapted to social distancing protocols while still delivering the Five-Star Fun for which we are known (and loved)! For more specific information, visit your local community's Facebook page.

Family communication

We know that family and those we consider family, come first, always. Thankfully, technology has made social distancing protocols more manageable than ever. From Alexa to FaceTime and Zoom, our residents make connections without missing a beat, celebrating the most important holidays with the most important people – their loved ones. The support our residents receive from their family and friends is priceless. Through our efforts to socially distance,

our communities have expanded opportunities to connect with family and friends. Leisure Care communities and staff are well-versed in utilizing technology to strengthen family bonds. Our residents have celebrated birthdays, anniversaries, and other milestones with family from all over the world on video calls. We are happy to assist with navigating platforms and logins for an enjoyable experience.

As visiting guidelines depend on state and county ordinances, we ask that you please contact your loved one's community in advance for information about scheduled visitation.

Holistic therapies

Our communities are centered on wellness. We offer a range of [therapies for seniors](#), including pet therapy, gardening therapy, art therapy, music therapy, and more. Our diverse therapies allow residents to engage on emotional, social, and spiritual levels – meeting residents where they are and helping them get where they want to go.



Virtual Reality

COVID-19 has not stopped Leisure Care residents from seeing the world. While travel has slowed, our residents are exploring the world virtually. Leisure Care communities are teaming up with a virtual reality experience company to take our residents to places unknown. While social distancing, our residents have journeyed through Maui's beaches, seen Niagara Falls, stood on the Red Sea's shores, and even taken a trip to Jupiter for an out of this world experience.

Group Exercise and Personal Training

PrimeFit, our nationally branded exercise program exclusive to Leisure Care communities, offers group exercise and personal training options in a fun and encouraging environment. As many of these classes have moved online, we have provided activities, exercise equipment, and videos to help our residents stay active and socially distant. Leisure Care communities across the country have taken their fitness and sports programs to the next level offering creative solutions including:

- Fishing for live fish off the balconies in our homemade ponds and taking home the "catch of the day"
- Target shooting in the courtyard
- Obstacle golf from one end of the property to the other
- Lawn darts
- Bocce ball
- Virtual sports discussion on local news and events

Transportation

Leisure Care communities have continued to use community vehicles to transport residents to healthcare appointments within the community's designated radius. Transportation has been modified to limit passenger capacity to an individual resident or co-residents of an apartment, and appointment scheduling must allow adequate time to clean and disinfect the vehicle before the next appointment. The community may also assist residents with

coordinating other means of transportation to essential appointments.

Additionally, some communities may expand transportation to include small groups in Community vehicles that permit social distancing. Please contact the Community in advance for scheduling and information about PPE and best practices while being transported using Community vehicles.

Five-Star Dining Delivered

Communal dining venues, including restaurants, dining rooms, bistros, and complimentary refreshment areas, were closed when the serious implications of the COVID-19 virus became apparent. This allowed us to get creative, exploring new ways to keep residents connected to the social dining experience.

Our signature dining program began delivering three Chef-prepared, nutritious meals every day to residents' apartments while keeping dining a social activity. With virtual happy hours, online cooking classes, and virtual tastings, our residents remain connected to the social dining experience. From delivering in-apartment meal service to hosting virtual happy hours, delivering "quarantinis," and offering virtual cooking classes with tastings delivered to apartments, our communities stepped up to the "plate" to keep residents living better than ever. Contact your loved one's community to learn more about their specific dining program.

As states and local jurisdictions allow, we are beginning to resume the services to which our residents are accustomed while keeping the health and wellness of our residents and staff our top priority. Our communities are phasing in reopening following guidance from their local jurisdictions and as practicable for the community's operation. Each community communicates progress updates to residents, family members, staff, and others regularly. Should there be a need to pause reopening or regress, the community will communicate those changes as quickly as possible. Please contact the community for current information on its reopening phase.

QUESTIONS TO ASK WHILE TOURING

We know that it can be challenging to get a comprehensive feel for a senior living community during quarantine or from behind a computer screen. One way to understand the community's unique culture is by digging deeper and asking the right questions.

With most things, preparation is critical. As your partners in senior care, we have compiled a list of essential questions to ask during a virtual tour that will help you more fully understand the community culture and lifestyle.

Can I try the food?

We highly recommend you try a meal at every community you tour! Whether you schedule a private in-house tour or are viewing from behind a computer, know that there are options for taste-testing. While on a private tour, the dining room may be limited, but you can request a to-go option before leaving. If you were given a virtual consultation, then meal delivery or pick up is a safe and delicious choice when ordered ahead of time.

Can I speak to current residents or family members about their experiences?

This is a great way to understand more about life in the community – and even make a new friend before you move-in! The community should be able to organize a phone conversation with current residents and their family members or even a virtual happy hour with multiple residents that will give you more insight into the community culture.

How are residents staying engaged, mentally and physically? Can I see an activity calendar?

Ask about the creative ways the community has adapted fun activities while following social distancing protocols. You should expect to learn about how the community strives to meet its residents' social, emotional, physical, and mental needs year-round. Request an activity calendar to get a more comprehensive list of activities and events.



Can I meet the leadership team?

Most communities should give you time with their leadership team in-person when allowed or virtually to help you understand the different services and amenities that will be offered and meet the people involved in your life in the community.

For those seeking care services, ask to speak with the community's Health and Wellness leader to discuss care needs, and better understand the services available upon move-in.

What are the current protocols for the community, and what is it like to move-in?

The community should be able to provide you with clear and well-established guidelines that put you and your loved ones at ease. If you require moving services, ask for a list of companies. The community should have trusted relationships with an experienced moving company that can facilitate your move.

See the next page to learn more about Leisure Care's move-in protocols.

How will the community respond if a resident or staff member tests positive for COVID-19?

If a community resident or staff member tests positive for COVID-19, communities are expected to conduct enhanced, routine testing and have a comprehensive plan for responding to positive test results. Each of our communities will closely adhere to CDC guidelines, as well as county and state mandates.

Ultimately, the health and wellness of our residents and our staff is our top priority. There is nothing more important to us than keeping the ones entrusted to our care well. When it comes to senior living, there is no one-size-fits-all solution. As you take your tour, think through what is important to you in a senior living community. Every person will have different priorities and different needs. Let your potential new community know what is important to you to find your new home and start living better than ever.



ASK ABOUT ENHANCED PROTOCOLS

We are proud of the way our communities have responded to the COVID-19 pandemic. Our protocols exceed strict CDC guidelines.

As things change quickly, companies are adapting to new protocols and requirements in record time. In this way, Leisure Care is no different. We are a leader in senior housing, and we know that families are facing uncertainty in their decision to move a loved one into a senior community.

Below is a list of enhanced protocols you can expect from a Leisure Care community. When doing your research, be sure to ask about each of these topics.

ENVIRONMENTAL CLEANING & DISINFECTION:

Community staff is cleaning and disinfecting the community, with special attention to high-touch surfaces, using electrostatic sprayer and disinfectants identified on the Environmental Protection Agency's (EPA's) list of registered products effective against COVID-19 regularly throughout the day and night, as well as when an area has been used for allowable small-group activities.

SCREENING & TESTING: In addition to screening residents and individuals before accessing the community, Leisure Care has secured the means to conduct testing of residents and staff through private laboratories. In addition to following each community's jurisdictional requirements for testing staff and residents, our communities have been conducting enhanced, routine testing of staff to identify positive, asymptomatic individuals who would be restricted from working.

EDUCATION & COVID-19: Using tools provided by the Centers for Disease Control (CDC) and other trusted health organizations, we have focused on the importance of educating each community's team (residents, family members, staff, and individuals who have access to the community) about the importance of hand hygiene, recognizing symptoms of COVID-19,

and other precautions that reduce risk including use of Personal Protective Equipment (PPE) such as masks, cloth face coverings, and gloves, and best practices when outside of the community.

VISITATION: In addition to accommodating those individuals who have been deemed "essential" visitors, we look forward to expanding visitation as identified by jurisdictional guidance and as practicable for each community's operation. A community's visitation may progress or regress following local phasing recommendations and requirements. Please contact the community in advance for information about scheduled visitation. Should there be a positive COVID-19 case identified in a community, visitation may regress immediately upon discovery.

PROGRAMMING & DINING: Communal activities and dining remain modified and, like visitation policies, may resume in accordance with jurisdictional guidance and as practicable for a community's operation. We will continue to incorporate various engagement technologies and individualized programming and offer in-apartment dining as we phase in small group activities, shared transportation, and dining that allows for social distancing, cleaning, and disinfection of areas/items between use and observing best PPE and hand hygiene practices.

VULNERABLE POPULATIONS: Residents are encouraged to remain in the community as much as possible. If residents do go out into the broader community, we ask that they wear a mask and continue to utilize all recommended hygiene practices to ensure their own public safety.

HOW TO PLAN A MOVE

Through it all, we have promised to be there for you when you need us. We know that seniors still need care. We know that families need to have peace of mind. We know you need senior living you can trust. We are proud to share that our communities are welcoming move-ins.

A Trusted Past. A Confident Future.

Leisure Care has nearly 50 years of experience doing senior living “right.” What does that mean? It means that for the past five decades, our priority has been the health and wellness of our residents. It means

that we have clear and well-established protocols that exceed CDC guidelines.

Moving In (and Forward) with Confidence

In accordance with our mission to provide high-quality senior housing and in keeping with our promise to protect our residents to the best of our ability, we will be selectively allowing new move-ins to our communities on a case-by-case basis. We will do this the way we have always done things – openly, honestly, and with everyone’s best interest at heart.

“I want to thank all of you for all your help in making my mother feel so welcome in her new apartment. Despite the difficult conditions, her move went very smoothly. I credit all of you for that. From the very beginning, finding her the perfect apartment, accelerating the necessary paperwork, recommending the best movers, and of course, the everyday help that Mom receives. She has enjoyed the food and is slowly learning everyone’s names. I speak for all of Mom’s family when I say we all feel very confident that we made the right choice. We all appreciate all the precautions you have taken because of the COVID-19 virus and know mom is safer there than anywhere else.”

– Family of Lois R., Resident at a Leisure Care community

Move-in Measures

Our number one priority has always been and will continue to be serving and caring for our residents and their families. Therefore, we have adopted the following guidelines for new move-ins. *These may be subject to change based on jurisdictional phasing allowances.*

- New residents will be tested for COVID-19 three (3) days prior to their move-in date. Note: Some states may not allow pre-admission testing.
- Unless otherwise permitted, we will allow two movers and one family member in the community during move-in. Each member of the moving team, as well as family members, will participate in the screening protocols and wear appropriate personal protective equipment.

- New residents will be escorted directly to their apartment and remain there for a quarantine period. On the third day of the quarantine, our staff will conduct a new test. If negative results are obtained, the quarantine will be lifted. If positive, a heightened protocol will be implemented, and quarantine will continue for a minimum of 14 days, and negative test results are obtained.
- Residents and visitors must agree to COVID-19 screening upon arrival at the community.
- Residents must follow voluntary quarantine, initial testing, and retesting protocols. Meals will be delivered to the apartment. If applicable, care services will be delivered with personal protective equipment.

CHOOSING A LEISURE CARE COMMUNITY

We have always been and will continue to be, a community deeply committed to doing the right thing. Through the COVID-19 pandemic, we have all experienced and coped with a range of emotions. From the highs of rallying together as a community to take care of each other, to the lows as we witnessed loss and navigated change in our lives as a result of this virus, it is a time like no other. Even though life looks different, we are emerging with a stronger team and a stronger culture that empowers us all to live better than ever.

We are compassionate experts in senior living and truly seek to become partners with our residents and their families. We look forward to answering your questions. Please don't hesitate to call our dedicated COVID-19 phone number at (206) 436-7765.

Like many of you, we are learning to expect the unexpected. We remain prepared to navigate these unpredictable waters for the foreseeable future. We have the right people in the right places, an incredibly committed culture, and the determination to be the best throughout this pandemic.

We are ready for you when you need us. We have been ready for nearly 50 years, providing exceptional senior living services across the country and our commitment to living better than ever still stands.



