



Coronavirus External Q&A for Norterre Updated April 25, 2020

In the midst of heightened concern about COVID-19, Norterre has adopted preventive measures to protect the health and well-being of our residents. These precautions are an extension of the protocol and care we provide every day. We are coordinating information and following guidance from the Centers for Medicaid and Medicare, Missouri Department of Health and Senior Services, the Centers for Disease Control and Prevention, and Clay County Public Health Center.

Do you have any residents who have tested positive for COVID-19?

We have no residents who have tested positive or are presumed positive for COVID-19. As of 04-25-2020 there are no confirmed cases of COVID-19 within the Norterre Community.

What would you do if someone develops symptoms of COVID-19?

Residents who present signs and symptoms of COVID-19 such as cough, fever, respiratory distress or a temperature greater than 100.4 will be reported immediately. Resident will be put on droplet isolation precaution immediately.

- If a Resident test positive their family or responsible party will be notified within 12 hours of the positive result. If we have 3 or more residents or staff with respiratory symptoms, we will notify residents and responsible parties within 72 hours.

Do you have an Isolation Protocol?

- Residents who are symptomatic will be placed in isolation;
- Residents going to medical appointments will be provided a mask; but will not go into isolation unless symptomatic;
- New move-ins to the Laurel or LTC Estoria will have to have a documented negative COVID test prior to admission.

Are you allowing residents to leave the community/protocol upon return?

- Residents in the Laurel allowed to go outside for social distant walks in groups of no more than 4;
- Residents are provided masks when they leave the building for medically necessary appointments- what other precautions are taken?;
- Residents are not subject to quarantine upon return unless they are symptomatic;
- Visitor restrictions remain in place, outside walks or activity are not for family visits.



Is Norterre still restricting visitors?

- We currently do not have a date for visitor restrictions;
- Governor Parson recently announced that Missouri's stay-at-home order will end on May 3. Once the order is lifted, Missouri will begin the three-phase process of opening up the state. Long-Term Care facilities will continue restrictions on visitors and social distancing measures involving communal dining and group activities until Missouri enters Phase III. It will likely be some time before we enter this phase;
- We will communicate updates to the order as it relates to Norterre as they are available.

What precautions is Norterre taking?

- We have restricted visitors and guests, except for residents who are at the end of life;
- Because communication is important for our residents, we are encouraging and assisting residents in the use FaceTime, Skype, phone and email;
- We are educating residents and guests about COVID-19 and the associated risks of exposure to the virus;
- We are encouraging residents to wash their hands often, avoid touching their face, and notify staff if they feel sick;
- We have restricted vendors from visiting households; however, hospice personnel already working with a resident will be allowed entry following screening;
- We are focused on infection control best practices with our staff and residents;
- We have trained staff on the symptoms of COVID-19 and CDC recommended infection prevention techniques;
- All direct care staff are wearing masks;
- We have communicated to our staff clear guidelines to stay home and not come to work if they are ill or symptomatic;
- We are no longer transporting residents to attend events or activities held outside of Norterre;
- We continue to monitor up-to-date information and update guidelines as information becomes available.

**How can I communicate with my loved one?**

Communication is important for our residents, we are encouraging them to utilize a variety of methods for communication, including phone, FaceTime, Skype, etc. Staff members are available to assist residents in the use these resources.

Can I bring my loved one supplies or food?

Yes, resident supplies and food may be dropped off for your loved one. Coordination with the households is required. Food must be in original packaging or from a restaurant.

Can residents go to medical appointments?

Our medical director sees residents in the households and through telehealth visits. 90% of our residents use telehealth for their primary and select specialty visits. Medically necessary appointments outside of the community should be coordinated with staff.

Does Norterre have protective gear for the staff?

Yes, Norterre staff is equipped with protective gear – including masks and PPE – to manage any resident who presents with symptoms. All direct care staff are wearing masks during their shift.

Are residents dining in communal spaces?

CMS recommendation is to cancel communal dining. At this time our residents will receive meals in their private living spaces (suites and apartments. Exception is in memory care and skilled nursing with minimal residents, maximum of 4.

What if I have questions?

Please contact Ashlee Lopez at 816.645.4819 with any additional questions you have about COVID-19 preparations at Norterre.