

# SEQUOIA LIVING ACTION PLAN COVID-19

**To:** Residents, Customers, Staff, Visitors  
**From:** Sequoia Living Leadership  
**Date:** Friday, March 13, 2020

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## Sequoia Living Commitment

As of today, the following Action Plan captures the most up to date information enabling us to be proactive in adopting practices designed to keep Residents, Customers, and Staff safe. We will continue to work closely with our Medical Directors and other Regulatory Agencies to update and refine this Action Plan.

**We are taking extra measures, beyond what is currently mandated, for the peace of mind, health, and well-being of Residents, Customers, and Staff of Sequoia Living. Ask us anything at [Covid-19Questions@sequoialiving.org](mailto:Covid-19Questions@sequoialiving.org).**

## Background

The virus that causes Coronavirus 2019 Disease places Residents at senior living and long-term care facilities at risk. Visitors to such facilities may have the virus but may not have symptoms or may have mild symptoms and can easily pass the virus on to vulnerable Residents.

## Word Key

### **Premise or Premises:**

*Residential Facility, Resident Care Facility for Elderly (RCFE), Long-Term Care Facility; includes all Residents in Independent Living, Assisted Living, Memory Care, and Skilled Nursing.*

## Premises

- The Action Plan **fully applies** to the locations of Sequoias San Francisco, Sequoias Portola Valley, and The Tamalpais in Marin County.
- The Plan **partially applies** to the locations of Eastern Park Apartments, Western Park Apartments, Town Park Towers, The Woods, Kokoro, and our San Francisco Senior Centers.

## Implementation may vary by Premise

We realize the contents of this Action Plan does not apply fully to all Residents and Customers of all Sequoia Living locations. We ask that you read this to raise your awareness and apply what you know can and should be implemented given available Staff and Resources at your location or site.

## 1. A Proactive Plan to Keep Residents, Staff, and Customers Safe

Under the excellent guidance from the United States Centers for Disease Control and Prevention ("CDC") [<https://www.cdc.gov/>] and the California Department of Public Health ("CDPH") [<https://www.cdph.ca.gov/>] Sequoia Living is actively implementing actions to keep Residents, Staff, and Customers safe as the world navigates the COVID-19 virus.

Sequoia Living has issued written protocol and has taken related steps to reduce the risk of COVID-19 in all our locations and sites, such as limiting visitors, adjusting foodservice operations, cancelling events and programs, modifying transportation to medical appointments, amplifying community cleaning, enforcing employee safe practices, thorough hand washing, masking when needed, and, maintaining at least six feet distance from other people.

**As of March 13<sup>th</sup>, 2020, working with our Medical Directors, Sequoia Living is incorporating guidance provided by the CDC and CDPH and is taking additional steps to implement the most stringent protocol until further notice. This applies to all Sequoia Living senior living communities, senior centers, and affordable and manufactured home communities.**

We will update our plan and protocols when new COVID-19 recommendations or requirements are issued by the CDC or CDPH or as otherwise required by law.

## 2. Effective Dates of Sequoia Living's COVID-19 Action Plan

For Sequoias Portola Valley: Per the *San Mateo County Health Officer*, the following protocol will remain in effect until **May 9<sup>th</sup>, 2020**.

For Sequoias San Francisco, The Tamalpais, and all other Sequoia Living Residential Locations: Per the *City and County of San Francisco Public Health Officer*, the protocol will remain in effect until 11:59 p.m. on **April 21<sup>st</sup>, 2020**.

This will remain in effect until it is either rescinded, superseded, or amended by the Health Officer, by the State Public Health Officer, or any other regulatory agencies, in writing. It is possible this will be extended for the protection of Residents and Staff.

### 3. Prohibiting Visitors and Guests

We pride ourselves on the energetic vibrancy of our Communities and Sites; however, it is essential that we prohibit and restrict visitation.

Until further notice and effective as of Friday, March 13<sup>th</sup>, 2020, each Premise (See Key on page one) **will prohibit all visitation to all areas**, which includes family members, guests, friends, and decision-makers.

If there are urgent health, legal, or business matters, every effort will be made to avoid in person contact until further notice.

**Each Premise will make reasonable efforts to facilitate contact by other means (such as telephone or videoconference) that do not expose the Resident/Staff to in-person contact.** We will be creative in facilitating contact that is not in-person so long as it complies with legal and regulatory obligations.

### 4. Restricting Off-Premise Resident Movement

Each Premise will work collaboratively with **ALL Residents to restrict and minimize off-premise movement** (referred to as Non-Essential) until further notice. We ask Staff to minimize off-premise movement during their work hours.

- When any Resident leaves and then returns to the Premise, it puts them and others at risk.
  - Our largest and most mobile population resides in Independent Living – **restricting off-premise movement for ALL Residents is an extra measure that is critical to implement at this time until further notice.**
  - Staff and Residents will work collaboratively to define this fully at their respective locations. We realize this is a hardship.
- Should a Resident need to leave the Premises, **before returning, we ask the Resident to contact the Nurse on Duty or the Clinic to complete a verbal check-in of COVID-19 screening questions.**
  - Should they need to be off-premise, Residents are strongly advised to comply with San Francisco Department of Public Health **Social Distancing Protocols**  
<https://www.sfdph.org/dph/default.asp>
  - Having a distance of 6 feet between each person.
  - Not attending any gathering unless it is 10 or fewer people.
- **Staff will collaborate with Residents on innovative and creative approaches** to assist with grocery shopping, medication delivery, and other day-to-day activities that contribute to the well-being of Residents.

- Each Director at each Premise will be working collaboratively with Residents to establish location-specific guidelines to ensure needs continue to be met in the safest way possible.

**"Non-Essential Movement"** means travel off Premises by a Resident other than for specific treatment or pressing legal purposes as described more fully in Guidance section.

## **5. Restricting Employees Who Are Not Feeling Well**

- While we intend to prohibit visitors, guests, and family members until further notice, in the unlikely event approved essential visits occur, we will actively screen them for illness. Anyone who does not pass the screening will be asked to leave the Premise.
- Staff and approved vendors (such as home health aides) that are providing essential services to Residents will be actively screened for illness upon entry each day.
- We will turn away individuals with symptoms listed on the CDC website and provided from the San Francisco Department of Public Health.

Our Staff is incredibly dedicated and can be impacted by COVID-19. Any employee who is sick or does not pass the required screening upon entry shall be sent home and will not return to work other than in compliance with CDC Guidance for Business and Employers [[www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)] as updated or as authorized to return by a physician.

If we are unable to immediately send staff home (1) that Staff member will not engage in any resident care or contact; and (2) we will immediately notify our respective licensing entity and seek guidance from that entity.

Within one hour or less, the Premise will notify the Department of Public Health and meet any other applicable notification requirements by county should any Resident or Staff member who had recently been at a Premise test positive for COVID-19.

## **6. Enforcing COVID-19 Action Items**

Prohibiting visitation will be strictly enforced, and we ask Residents and Staff to work collaboratively to keep our Premises safe. If any Residents, Staff, Family Member, or Visitor refuses to comply with these precautions at any of our locations, Staff will contact Management and or Law Enforcement to ensure we maintain the strictest standards. We realize how important Visitors are; however, during this vulnerable time, Sequoia Living shall take whatever steps are possible within the bounds of the law to protect Staff and Residents.

## **7. First Responders, Medical, Law Enforcement**

We will **not** restrict first responder, Ombudsperson, state or federal officers, investigators, or medical or law enforcement personnel from carrying out their lawful duties. They will comply with COVID-19 safety protocols.

## **8. Restricting External Admissions to Health Centers**

- Sequoias San Francisco, Portola Valley, and Tamalpais are **restricting all external admissions to skilled nursing, assisted living, and memory care** per the public orders from corresponding counties until further notice.
- We realize this may create a hardship and will remain open to continuing to have conversations with our area healthcare providers who may need our assistance.

## **9. Communicating the Sequoia Living COVID-19 Action Plan**

While the Sequoia Living Action Plan is in effect, all Premises will provide copies and regular updates in all of the following ways:

- Post on website(s).
- Post at all entrances of Premises.
- Provide electronic or hard copy to all stakeholders.
- Provide to any authorized decision maker each Resident if not the Resident, including any conservator.
- Provide to Ombudsperson (if any).
- Weekly All Sequoia Living Staff Team Calls to provide updates.
- Closed Circuit TV Channel.

## **10. Got a Question? Just Ask Sequoia Living**

[Covid-19Questions@sequoialiving.org](mailto:Covid-19Questions@sequoialiving.org) Let us know what is on your mind and we will find the answer. We realize this is an unsettling time and information and education can help minimize the stress and anxiety of COVID-19

## ADDITIONAL SEQUOIA LIVING GUIDELINES

The following will continue to be updated and new operational interventions put into place to maximize the safety and wellbeing of Residents, Customers, and Staff.

### 1) Dining Operations Modified

- We are modifying dining operations during COVID-19 to minimize any congregation while ensuring Residents continue to have access to well-prepared food in a safe manner.

### 2) Outings Cancelled

- Sequoia Living will be suspending all outings until further notice.

### 3) Essential Versus Non-Essential Medical Appointments

- Routine medical appointments (check-ups, dental cleanings, etc.) should be postponed.
- Essential medical appointments: Proceed with caution and practice all hygiene and social distancing measures recommended by the CDC.
  - Residents will be screened upon return. They are to call the clinic or the nurse on duty before entering.
  - For transportation, Residents are asked to work within what is available at their location. Sequoia Living is not providing any group transportation until further notice.

### 4) Postpone Non-Essential Events On-Premise

- Cancel or postpone gatherings until further notice.
- Should you be in proximity of others, social distancing of 6ft. or more between persons should be strictly observed.

### 5) Postpone Attending Non-Essential Events Off-Premise

- Sequoia Living is strongly encouraging all Residents to remain on-premise until more is known about the spread of COVID-19. Many of us have tickets to plays, programs, and concerts and we ask that you forgo attending for the good of your fellow Residents and Staff members.

### 6) Stay Home

- Do not circulate among others if you are feeling sick. Call the Clinic or Nurse on Duty and stay in your apartment. Stay home if you are a Staff member.
- Frequently clean high touch surfaces like counter tops and handrails.

### **7) Workplace and Meetings**

- Minimize the number of employees working within arm's length of one another, including minimizing or canceling large in-person meetings and conferences.
- Staff will work with delivery and postal employees.
- Urge employees to stay home when they are sick and maximize flexibility in sick leave benefits.
- Use telecommuting options.
- Some people need to be at work to provide essential services of great benefit to the community.
  - Speak to Nursing and Administrative Staff about steps to minimize risk at work.
- Each location will do their part to conduct meetings with colleagues, vendors, and business partners using technology. Every effort should be made in this regard. Utilize good judgement should an in-person meeting be needed.

### **8) Staff Who Have Children in School**

- Alert Sequoia Living if there is a confirmed case of COVID-19 at your child's school.

### **9) Transit and Travel**

- Residents are strongly encouraged to curtail travel.
- Sequoia Living is halting all group transportation until further notice.
- Increase cleaning of vehicles and high touch surface areas.
- Staff commuting should have access to hand washing stations, hand sanitizers and tissues.
- Staff planning to take time off or travel should discuss plans with a supervisor to create a plan before and after return if it is essential.

### **10) Please Don't Visit Us**

- As much as we love visitors, we ask that you stay home and not visit our communities until further notice. Our Staff is very accessible.
- Contact the Administrator or the Director and provide them your email address so we can dispatch updates to you as they occur.
- The general public should avoid going to medical settings such as

hospitals, nursing homes and long-term care facilities.

- If you are ill, call your health care provider ahead of time, and you may be able to be served by phone.
- Do not visit emergency rooms unless it is essential.

## **11) Do Your Part**

The best way for everyone to reduce their risk of getting sick, as with seasonal colds or the flu, still applies to prevent COVID-19:

- Wash hands with soap and water for at least 20 seconds.
- Cover your cough or sneeze.
- Stay home if you are sick.
- Avoid touching your face.
- Try alternatives to shaking hands, like an elbow bump or wave.
- If you have recently returned from a country, state or region with ongoing COVID-19 infections, monitor your health and follow the instructions of public health officials.
- There is currently no recommendation to wear masks to prevent yourself from getting sick.

You can also prepare for the possible disruption caused by an outbreak. More preparedness actions include:

- Prepare to work from home if that is possible for your job and your employer.
- Make sure you have a supply of all essential medications for your family.
- Prepare a childcare plan if you or a caregiver are sick.
- Make arrangements about how your family will manage a school closure.
- Plan for how you can care for a sick family member without getting sick yourself.
- Take care of each other and check in by phone with friends, family and neighbors who are vulnerable to serious illness or death if they acquire COVID-19.
- Keep common spaces clean to help maintain a healthy environment for you and others. Frequently touched surfaces should be cleaned regularly with disinfecting sprays, wipes or common household cleaning products.

## Local Public Health Contacts

If you need further clarification from a third party, a written question can be submitted for consideration to the Department of Public Health through the following method:

FOR SAN FRANCISCO - Subject: Objection to Health Officer Order No. CJ9-03  
OrderC19-03@sfdph.org  
415-759-2374

In San Francisco, keep up to date at [www.sfdph.org](http://www.sfdph.org), by calling 311, and by signing up for the City's new alert service for official updates. Text COVID19SF to 888-777.

PORTOLA VALLEY - Subject: Objection to Health Officer Order No. C19-03  
smorrow@smcgov.org  
650-573-2116  
Via overnight delivery or hand delivery to:  
225 37<sup>th</sup> Avenue  
San Mateo, CA 94403  
Attn: County Health Officer

MARIN -  
Health and Human Services Agency  
Marinhhs.org/publichealth  
415-473-4163

On March 4, 2020 a Proclamation of a State of Emergency was issued by Governor Gavin Newsom; the February 25, 2020 Proclamation by the Mayor Declaring the Existence of a Local Emergency issued by Mayor London Breed; and the March 6, 2020 Declaration of Local Health Emergency Regarding Novel Coronavirus 2019 (COVID-19) issued by the Health Officer.

## **Your Contacts at Sequoia Living**

Any Resident, Staff, Authorized Representative of a Resident may request and receive further clarification on the Sequoia Living COVID-19 Action Plan. A response will be provided within two days or less.

### **Ask Us Anything**

[Covid-19Questions@sequoialiving.org](mailto:Covid-19Questions@sequoialiving.org)

### **San Francisco**

Glen Goddard, Executive Director, 415-351-7903

Jeanie Pressey, Healthcare Administrator, 415-351-7904

### **Portola Valley**

Joan Bosworth, Executive Director, 650-424-4178

Ruby Panuncialman, Healthcare Administrator, 650-424-4453

### **Marin County**

Wes Bard, Executive Director, 415-464-1752

Rob Goerzen, Healthcare Administrator, 415-464-1753

### **Eastern, Western, or Town Park Apartments**

Ken Yeung, Director, 408-288-8750

### **The Woods**

Alexandrea Jennings, Manager, 707-937-0294

### **Community Services, Senior Centers**

Gina Rodriguez, Director, 415-351-3641

### **Home Office Personnel**

Sara McVey, CEO and President, 415-351-3616

Ray Boudewyn, Director of Facilities, 415-351-7979

**Together, we will get through this.**

COVID-19 is pushing all of us to be creative, flexible and resilient.

[www.sequoialiving.org](http://www.sequoialiving.org)