



# COVID-19 Action Plan

UPDATED MAY 21, 2020

## Sequoia Living Commitment

As of today, May 21, 2020, 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 Sequoia Living residents, customers, and staff. Have a question? Ask us anything at [Covid-19Questions@sequoialiving.org](mailto:Covid-19Questions@sequoialiving.org).**

## Background

The novel coronavirus that causes COVID-19 places residents of 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

### Locations, Sites, 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.*

## Locations

- 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 Eastern Park Apartments, Western Park Apartments, Town Park Towers, The Woods, Kokoro, and our San Francisco Senior Centers. Please see the Sequoia Living COVID-19 Action Plan for Affordable Housing and Community Services for further details.

## Implementation May Vary by Location

We realize the contents of this Action Plan do 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/>], the California Department of Public Health ("CDPH") [<https://www.cdph.ca.gov/>], and local County Departments of Public Health, Sequoia Living is actively implementing measures to keep residents, staff, and customers safe during the COVID-19 pandemic.

Sequoia Living is taking proactive steps to reduce the risk of COVID-19 in all our locations and sites. These steps include restricting and/or prohibiting visitors, adjusting foodservice operations, cancelling events and programs, modifying transportation to medical appointments, amplifying community cleaning, enforcing employee safe practices, thorough hand washing, wearing masks or face coverings, and, maintaining at least six feet of distance from other people.

**As of March 13, 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

Sequoia Living's COVID-19 Action plan became effective on Friday, March 13, 2020. As state and county restrictions evolve over time, Sequoia Living will continue to set standards that prioritize the safety of our residents, staff, and customers.

This plan 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. The Action Plan may be extended for the protection of Sequoia Living 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 location (See Key on page one) **will prohibit all visitation to all areas**. This prohibition extends to all visitors, including 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 location will make reasonable efforts to facilitate contact by other means (such as telephone or videoconference) that do not expose the resident or staff member 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-Site Resident Movement

Each location will work collaboratively with **ALL residents to restrict and minimize movement off the premises** (also referred to as “non-essential movement”) until further notice. We ask staff to minimize off-site movement during their work hours.

- When any resident leaves and then returns to their community, it puts them and others at risk.
  - Our largest and most mobile population resides in Independent Living. **Restricting off-site movement for ALL residents is an extra measure that is critical to implement 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 for essential medical appointments, a 14-day self-isolation protocol will be imposed.
  - Residents are strongly advised to comply with **social distancing protocols**: [<https://www.sfdph.org/dph/alerts/coronavirus-sd.asp>]
- **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 residents’ wellbeing.
- Directors at each location will be working collaboratively with residents to establish location-specific guidelines to ensure residents’ needs are 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 the

“Additional Sequoia Living Guidelines” 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 essential visitors for illness. Anyone who does not pass the screening will be asked to leave the premises.
- Staff and approved vendors (such as home health aides) who are providing essential services to residents will be actively screened for illness upon entry each day.
- We will turn away individuals with COVID-19 symptoms as outlined on the CDC and San Francisco Department of Public Health websites.

Our staff is incredibly dedicated and can be impacted by COVID-19. Any employee who is sick or does not pass the required entry screening shall be sent home and will not return to work other than in compliance with the CDC’s Guidance for Business and Employers (see below) or as authorized to return by a physician.

[\[https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html\]](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)

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.

Should any resident or staff member who has recently been at a Sequoia Living location test positive for COVID-19, the location will notify the Department of Public Health within an hour or less and meet any other applicable county notification requirements.

## 6. Enforcing COVID-19 Action Items

Prohibiting visitation will be strictly enforced. We ask residents and staff to work collaboratively to keep our premises safe. If any resident, 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, and Law Enforcement Personnel

We will **not** restrict first responders, Ombudspersons, 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

- The Sequoias San Francisco, The Sequoias Portola Valley, and The 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 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 Sequoia Living locations will provide copies and regular updates in the following ways:

- Post on Sequoia Living website(s).
- Post at all entrances.
- Provide electronic or hard copy to all stakeholders.
- If needed, provide to any resident's authorized decision maker, including any conservator.
- Provide to Ombudsperson (if any).
- Weekly Sequoia Living staff update calls.
- Closed Circuit TV channel.

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

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

## **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 prevent resident congregation while ensuring residents continue to have access to well-prepared food in a safe manner.

### **2) Outings Cancelled**

- Sequoia Living has suspended 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 and must self-isolate for 14 days.
  - For transportation, residents are asked to work with what is available at their location.
  - Sequoia Living will not provide any group transportation until further notice.

### **4) Postpone Non-Essential On-Site Events**

- Non-essential on-site gatherings and events are postponed or canceled until further notice.

### **5) Postpone Attending Non-Essential Off-Site Events**

- If Shelter in Place restrictions are modified, Sequoia Living strongly encourages all residents to remain on-site.

### **6) Stay Home**

- Do not circulate among others if you are feeling sick. Residents should call the Clinic or Nurse on Duty if they are ill. Staff who feel sick should stay home. 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. Cancel or minimize in-person meetings and conferences.

- Staff will work with delivery and postal employees to establish safe practices.
- Urge employees to stay home when they are sick and maximize flexibility in sick leave benefits.
- Use telecommuting options.
- Frontline staff providing essential services should follow established Sequoia Living safety protocol to minimize their risk at work.
- Each location will do their part to use technology to conduct virtual meetings with colleagues, vendors, and business partners. Should an in-person meeting be needed, use good judgment and follow social distancing guidelines.

#### **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.
- Staff should increase cleaning of vehicles and high touch surface areas.
- Staff who commute should have access to hand washing stations, hand sanitizers and tissues.
- Staff planning to take time off or conduct essential travel should discuss plans with a supervisor to create a plan before and after return.

#### **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.
- Please contact the Administrator or the Director of your loved one's community and provide them your email address so we can send 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. You may be able to be served by phone.
- Do not visit emergency rooms unless it is essential.

## 11) Do Your Part

- 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.
- Avoid shaking hands with others.
- 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.

Continue to be prepared.

- 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.
- Plan how your family will manage a school closure.
- Decide how you will care for a sick family member without getting sick yourself.
- 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. Wipe frequently touched surfaces regularly with disinfecting sprays, wipes or household cleaning products like bleach.



## Local Public Health Contacts

### SAN FRANCISCO

- Keep up to date at <https://www.sfdph.org/dph/alerts/coronavirus.asp>
- Call 311 or text COVID19SF to 888-777.
- San Francisco Department of Public Health Novel Coronavirus Health Orders: <https://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp>

### PORTOLA VALLEY

- COVID-19 Call Center: Call 211 with non-emergency, non-medical questions.
- Shelter-in-Place FAQs: <https://www.smcgov.org/shelter-place-faqs>
- San Mateo County Health Coronavirus Health Officer Statements and Orders: <https://www.smchealth.org/post/health-officer-statements-and-orders>

### MARIN COUNTY

- Marin County Coronavirus Information: <https://coronavirus.marinhhs.org>
- Marin County Stay-at-Home Order, Effective May 18: <https://coronavirus.marinhhs.org/stay-home-order-effect-marin-county>
- HHS COVID-19 Information Line: 415-473-7191.
- Marin County Coronavirus Response Team: <https://coronavirus.marinhhs.org/contact>

## **Your Contacts at Sequoia Living**

Any resident, staff, or 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)

### **The Sequoias San Francisco**

Glen Goddard, Executive Director, 415-351-7903

Jeanie Pressey, Healthcare Administrator, 415-351-7904

### **The Sequoias Portola Valley**

Joan Bosworth, Executive Director, 650-424-4178

Cheryl Cartney, Healthcare Administrator, 650-424-4453

### **The Tamalpais**

Wes Bard, Executive Director, 415-464-1752

Rob Goerzen, Healthcare Administrator, 415-464-1753

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

Ken Yeung, Director, 408-288-8750

### **The Woods**

Alexandrea Jennings, Manager, 707-937-0294

### **Community Services, San Francisco 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)