

## **Preventing Social Isolation of Residents**

At Brightview Senior Living, we are committed to empowering residents to live with purpose, connection, and joy. Our goal is to create a dynamic environment where residents build meaningful relationships, explore their passions, stay active, and remain connected to the larger community. Our Vibrant Living team employs a variety of strategies and tools to prevent the isolation of residents living in the community.

Brightview's Flourishing program is specifically designed to help new residents integrate into the community and make connections with neighbors and associates. Every director in the community plays a part in this process to help new residents fully acclimate to their new home. The community's Resident Ambassadors help greet new residents and may escort them to and from the dining room and programs for the first few days as needed.

The community offers 1:1 technology support to facilitate communication and connection with family, friends, and others through emails, phone calls, video conferences, and more. The community phone number is prominently displayed on our website and social media pages for those looking for information and updates. We also display activity calendars in our community and via monthly resident and family newsletters for information on upcoming events. Family and friends may follow our Facebook page to view photos of recent events and their loved ones.

For residents living in Assisted Living or WellSpring Village, associates communicate with families through the Bright Moments program. Associates routinely input notes, photos, and other information about residents to share with their loved ones.

## **What happens if there is a case of COVID-19 or another communicable disease at Brightview Greentree?**

Any positive residents will be isolated in their apartment homes per current Department of Health guidelines. Associates offering care or services to these residents will be required to wear appropriate personal protective equipment (PPE) upon entry, and signage indicating these precautions will temporarily be posted outside of the impacted resident's apartment home. It is strongly suggested that only essential personnel enter the resident apartment home with proper PPE during the isolation period. Any positive associates will be required to remain out of work until symptoms are resolved and/or the appropriate amount of quarantine time has passed based on current Department of Health guidelines, as well as consultation with local public health officials. Contact tracing will also be executed upon the notification of any positive associate or resident, and our associates will monitor residents daily for any change in status that may indicate the potential presence of communicable disease.

In the event there are multiple positive cases, this may impact the community's ability to conduct communal dining, activities, or the operation of the hair salon. In the event that this occurs, residents, families, and associates will be notified of these adjustments in writing, in addition to any other mitigating actions to be taken.

Regular updates will be distributed to families as well, sharing any changes to restrictions, visitation, or general community happenings. For any residents in isolation, the team will support that resident with FaceTime visits, in-person compassionate care visits, and phone calls by appointment to stay connected during this difficult time.

Appropriate associates undergo in-person PPE training by the community's Infection Preventionist, annually, at a minimum, and as needed, to safely execute all aspects of the isolated individual's care, including meal delivery, personal care, FaceTime visits with family, 1:1 activities, and other individual needs. Should a staffing shortage occur, the community has secured contracts with outside staffing agencies that will supplement their needs as appropriate.

Please contact our community's Executive Director for any urgent questions, comments, or complaints at 856-810-0070.