

### **What happens if there is a case of COVID-19 at Brightview Randolph?**

Communities will notify residents, families and associates less than 24 hours after learning of a positive case in writing by email. Any questions should be directed to the Executive Director at 973-348-9857. If this positive case impacts the community's ability to conduct communal dining, activities or operation of the hair salon, residents, families, and associates will be notified in this communication, in addition to any other mitigating actions to be taken.

Weekly regular updates will be distributed to families as well, sharing any changes to restrictions, visitation, or general community happenings. Should both indoor and outdoor visitation restrictions be necessary due to an outbreak in the community, we will revert to our quarantine resident communication system, involving scheduled FaceTime visits and phone calls with residents by appointment to stay connected during this difficult time.

Should an outbreak occur in Assisted Living or Wellspring Village, our community has dedicated Recovery Heroes on staff that will execute all aspects of the positive individual's care including meal delivery, personal care, Face Time visits with family, 1:1 activities, and anything else the individual needs. Should there be a staffing shortage, the community has secured contracts with outside staffing agencies who will supplement their needs as appropriate.

Please contact our community's Executive Director for any urgent questions, comments, or complaints at 973-348-9857.