



## **Friendship Senior Options Reopening Plan**

### **Guiding Principles**

The COVID-19 pandemic has affected all of us in some form or fashion over the last several months. Residents, associates and families have altered the way in which they have gone about their lives, behaving in a different manner that has decreased the incidence and spread of the virus over time.

Friendship Senior Options (FSO) has had to change how we operate and provide services so we can continue to maintain a healthy and safe environment for our residents, associates and the greater public.

As FSO begins to reopen and restore levels of service, our affiliates may have customized responses based upon the nature of their operations. Each community must be able to support and sustain phasing requirements of the Restore Illinois Plan and FSO policy in order to move forward with specific aspects of the reopening plan. As FSO pursues the course of our plan...

### **We Will**

- Conduct operations safely for associates and use techniques, approaches and equipment in a manner consistent with best practices established by professionals both inside and outside of our organization.
- Maintain compliance with applicable laws and regulations as may be established by the federal, state and local governmental jurisdictions having authority over our organization including but not limited to Illinois Department of Public Health,

Centers for Disease Control, Centers for Medicare and Medicaid, Occupational Safety and Health Administration.

- Place significant importance on the “Restore Illinois” plan. Our operations will pursue optimal compliance with its guidance, as it may evolve.
- Require those doing business with FSO and affiliates to achieve and maintain these standards and sustain compliance with additional requirements depending on the nature of their involvement.
- Organize and conduct operations in a manner supportive of the optimal “greater good” recognizing that some residents or associates may have personal preferences to the contrary.
- Operate in a fiscally responsible manner.
- Monitor processes and communicate phasing progression and plan modifications along the way for the duration of the plan.

The Restore Illinois Plan is defined in phases. Our compliance with each phase will affect our residents, our associates and our operations. Operational changes may occur as needed during any phase. Factors that could lead to changes include:

- Sustained rise in COVID-19 positivity rate
- Sustained increase in community hospital admissions for COVID-19 like illness
- Reduction in hospital capacity threatening surge capabilities
- Significant COVID-19 outbreak in the region that threatens the health of the region
- FSO community-wide outbreak of COVID-19 like illness
- Revisions to Restore Illinois Plan or imposition of modified regulations

FSO has been operating under phases 1 and 2 of the Restore Illinois plan since the onset of the COVID-19 pandemic. Strict stay at home and social distancing guidelines have been followed. Curb-side deliveries at specific locations and meal delivery to individual rooms and apartments have been in place. Screening, taking temperatures and wearing masks for associates and vendors have been required.

The FSO reopening Plan applies to the entire community but assisted living and skilled nursing are subject to additional regulatory requirements.

## **Overview of the Phase 3 Reopening Plan**

**Effective June 1, 2020**

### **Restore Illinois Plan**

Based on the Restore Illinois Plan, Phase 3 begins to reopen with social distancing guidelines and personal protective equipment. Face coverings in public continues to be required. Gatherings of 10 people or fewer for any reason can resumed. State parks are open and outdoor activities are permitted in groups of 10 or fewer with social distancing.

Barbershops and salons open with IDPH approved safety guidance; health and fitness clubs can provide outdoor classes and one-on-one personal training with IDPH approved safety guidance.

Bars and restaurants are open for delivery, pickup, drive through, outdoor dining and/or drinking only and parties of 6 persons or fewer

Retail is open with capacity limits and IDPH approved safety guidance, including face coverings

### **FSO**

In relation to FSO, Phase 3 involves changes in Lifestyles activities, Life Enrichment activities, dining, resident committee meetings, visitation and current operations.

## **Lifestyles/Life Enrichment**

The following reopening plan will be based on capacity of the space and reserving times to allow for social distancing. All programs will be managed by Lifestyles/Life Enrichment staff including reservations, attendance, set up for social distancing, sanitation of equipment, hand sanitizing and wearing masks.

The community may post capacity signage where applicable to maintain social distancing.

### ***Inhouse Programming***

#### ***Friendship Village***

##### ***Reservations 6/1/20 - Programming Starts 6/4/20***

- Friendship Village Wii games – Seating and sanitizing of games by Lifestyles staff. Up to 9 residents allowed in each room. Residents are encouraged to wash hands before and after program.
- Ping Pong – Scheduled and managed by Lifestyles staff. Reservations and attendance - 2 residents at a time. Sanitizing equipment and hand sanitizing overseen. Equipment available from Lifestyles.
- Pool tables – Scheduled and managed by Lifestyles staff. Reservations and attendance - 4 residents at a time. Sanitizing equipment and hand sanitizing overseen. Equipment available from Lifestyles.
- Essential retail – Transportation scheduled to Schaumburg area vendors (Jewel, Target and Walgreens) Wednesday and Fridays 9:30-2:30pm on Bus 1. Reservations for 7 residents or less taken for each trip out. Masks are required.
- Fitness – Modified backyard games weekly. Walking Club, indoor programming in Friendship Hall or Assembly Hall with reservations, social distancing and sanitizing protocol.
- BINGO – Stream 2x a week (limit to 9 people in room)
- FORKK – Limit to 2 people in FORKK and 9 people in Friendship Hall.

#### ***GreenFields***

##### ***Reservations 6/1/20 - Programming Starts 6/3/20***

- GreenFields Wii games – Seating and sanitizing of games by Life Enrichment staff. 9 residents and under in each room. Residents encouraged to wash hands before and after program. Security will sanitize Wii controllers after group use.
- Pool table and Ping Pong tables – Will not be available as they reside in regulated space, which will not reopen at this time

- Life Enrichment will start holding presentations in Friendship Hall with a maximum of 9 residents. Residents will sign up with Karen. Presentations will be live streamed to residents via Friendship Hall camera.
- Fitness Center associates will hold classes in Friendship Hall with a maximum of 9 residents. Residents will sign up with the fitness center. Chairs will be set up in Friendship Hall with appropriate social distancing.
- Fitness classes will also be live streamed into resident apartments via Friendship Hall camera.
- Classes will be spaced out to allow for residents to come and go with social distancing and to allow for fitness to clean equipment.
- Residents will wash/sanitize their hands before and after class

## **Salon**

### ***Friendship Village***

***Reservations 6/1/20 – Salon Service Starts 6/4/20***

Based on our requirements, the salon in Bridgewater Place will operate in a manner acceptable to Friendship Village which includes:

- Call the salon for reservations
- Masks to be worn by salon staff and residents
- Sanitation procedures followed with each customer that includes each styling station be wiped down with an EPA registered disinfectant before and after each appointment
- Disinfected capes, linens, tools, implements and brushes will be used for each client
- Social distancing guidelines will be followed
- Salon will utilize every other salon station and shampoo bowl
- Appointments will wait outside the salon with social distancing
- No food or drink will be served in the waiting area of the salon

The salon in Briarwood will be closed until an agreed upon reopening strategy is created

### ***GreenFields***

Salon services will be closed since it is housed in regulated space in the community. Residents may schedule salon services outside the community.

## **Fitness Center**

Health and fitness clubs can provide outdoor classes (Friendship Village and GreenFields) and one-on-one personal training (GreenFields only) with IDPH approved safety guidance.

### ***Friendship Village***

***Reservations 6/3/20 – Classes Start 6/4/20***

The fitness center will not open during Phase 3 but will provide fitness opportunities in Lifestyles programming and outdoor classes. Hand sanitizer, masks and equipment disinfection will be the standard of practice.

### ***GreenFields***

***Reservations 6/1/20 – Individual Workouts and Exercise Classes Start 6/3/20***

The fitness center will allow one resident at a time to exercise for periods of 30 minutes. Individual workouts will be scheduled and from 7:45am to 9:45am and 1:45pm to 3:15pm M-F. Fitness Center staffing will adjust to demand for individual workouts within budget. Hand sanitizer, masks and equipment disinfection will be the standard of practice.

## **Out Trips**

***Reservations 6/1/20 – Out Trips Start 6/3/20***

Friendship Village and GreenFields will provide bus trips for residents primarily to grocery stores, pharmacies, and other essential locations.

Both communities will reduce bus capacity from 14 to 7 residents adhering to social distancing. Van capacities are reduced to 2 residents at a time. Masks will be worn by residents and associates.

Lifestyles/Life Enrichment teams at both communities will work with their local stores to determine hours of operation and schedule specified days with senior friendly store hours for out trips. The Lifestyles/Life Enrichment teams will reach out to local churches to determine if they are open and can safely have parishioners visit.

## **Dining**

Though the Governor made mention of allowing outdoor seating with spacing at restaurants in the state, FSO will not be opening indoor or outdoor dining space in Phase 3 and will continue meal delivery to apartments. Neither Friendship Village nor GreenFields can support or sustain outdoor dining at this time. FSO plans to open dining venues at both communities with spacing restrictions and lower capacities in Phase 4.

### **Gatherings of 10 or Fewer Within FSO Communities**

*Open to Residents 6/1/20*

Residents will be allowed to gather in small groups of 10 or less in common area spaces or in outdoor spaces.

Common area spaces should be controlled with 5-6 chairs allowing for the use of Rollator walkers and scooters.

Associates will be encouraged to have residents disperse if in groups of more than 10 people.

If residents gather in apartments, they are encouraged to keep social distancing, wear masks, and wash hands.

All residents will continue to be reminded to social distance, wear masks and wash hands.

### **Resident Association Activities**

*Open to Residents 6/1/20*

Resident association activities must be conducted consistent with the FSO reopening Plan.

Residents will be able to gather in committee meetings but must gather in small groups of 10 residents or less.

Meeting space must be large enough to accommodate social distancing and needs to be scheduled using previously established practices.

Residents will need to wear masks, social distance and practice hand washing.

Larger committees, such as Resident Council, will not be able to gather during Phase 3

## **Visiting Families/Appointments/Other Public Spaces in Phase 3 of Restore Illinois Plan**

*Effective for Residents 6/1/20*

It is critical that residents be transparent and communicate their symptoms to Life Services as other residents and associates can be affected by residents who are symptomatic. It is your social responsibility to follow the guidelines set forth in this plan as you live in a greater community of residents.

Wearing a mask, social distancing and hand washing is required

Residents will not be screened before leaving from or returning to campus

Residents will be expected to be compliant with the steps below to report symptoms as they have a responsibility to other residents and associates to keep the community safe. Residents with a temperature above 100 degrees or have COVID-19 like symptoms (fever of above 100 degrees, cough, shortness of breath, fatigue, body aches, new loss of taste or smell, sore throat) need to follow these guidelines:

- Contact Life Services
- Call their physician
- Self-quarantine in their apartments for 72 hours after symptoms have resolved
- Go to the hospital if symptoms are unmanageable
- Life Services can coordinate a necessary evaluation if symptomatic.
  
- Residents should call:

### *Friendship Village*

Katie Aylward ext. 2003  
Sarah Majewski ext. 3175  
Colleen Kowalewski ext. 5020

### *GreenFields*

Leslie Paquette ext. 7772  
Colleen Kowalewski ext. 1-5020



## **Valet Services Reinstated at FRIENDSHIP VILLAGE**

*Open to Residents 6/1/20*

Associates will wash hands or sanitize after retrieving vehicles

Residents will wear a mask, practice social distancing and wash hands or sanitize

## **Visitors on Campus**

*Effective for Residents 6/1/20*

No family or visitors will be allowed to visit inside the buildings of the campus. Our current visitor policy will be evaluated and is subject to change in conjunction with the updates and changes in the Restore Illinois Plan.

Visitation of residents in regulated spaces (Willows Assisted Living and Briarwood) remains restricted.

Visitation allowed outside maintaining social distancing, wearing masks and practicing hand washing.

Outside visiting space will be created at both communities with limited seating to allow for social distancing. Residents and visitors must wear masks and residents will need to wash hands.

## **Time Off Campus**

*Effective for Residents 6/1/20*

Residents may be picked up by family members and may visit family at home while maintaining social distancing, wearing masks and washing hands. Residents entering other resident apartments or your family's home increases risk of exposure to COVID-19 to yourself and to others in our community.

FSO will not be requiring 7-14 day self-isolation after trip or stay with family.

## **Communication**

Communication of the FSO Reopening Plan specific to Phase 3 to residents at Friendship Village and GreenFields will be through Caremerge and resident mailboxes.

Friendship Village will communicate through the weekly newsletter as well. Communication to associates will be through email and in-servicing as needed.

Information on Phase 3 will also be placed on the individual websites for Friendship Village and GreenFields.

## **Temporary Models of Stay in Place**

### ***Deliveries***

The process of receiving deliveries of goods for our residents at each community will remain the same under Phase 3.

### ***Associates/Vendors***

Associates and vendors will continue to be screened and have temperatures taken.

Associates and vendors will continue to enter in one designated entrance as determined by each respective community.

Associates and vendors will continue to wear masks, practice social distancing and wash hands