

How our center is keeping customers safe from COVID-19

Our center is prepared to care for our customers with coronavirus disease 2019 (COVID-19). We are committed to keeping customers safe and are taking the following steps to reduce the risk of COVID-19 for our customers and team members:



- We are providing extra training for team members and education about the importance of hand hygiene, respiratory hygiene, and cough etiquette.



Tissues, alcohol-based hand sanitizer, and trash cans are provided in common areas and all customer care areas. Soap and water will continue to be available at all handwashing sinks and in the restrooms.

- We are monitoring and screening team members for symptoms of respiratory infection at the beginning of each shift they work, as well as taking their temperatures.

We are instructing team members who have fever, cough, or shortness of breath to stay home and not come to work.

- We are continuously monitoring customers residing at the center for symptoms of respiratory infection and communicating with their physicians when necessary.



This allows us to plan to take infection prevention steps to keep everyone safe.

- We are prepared to quickly identify and separate customers with respiratory symptoms.

Customers with respiratory symptoms will be placed on isolation and cared for as much as possible by the same team members to reduce exposure to customers without respiratory symptoms.

- We have trained team members on the proper use of personal protective equipment for COVID-19.



Our customers may see a change in the personal protective equipment (i.e. gowns, masks, gloves) that team members may be wearing in order to protect all customers.

- We are continuing our routine cleaning and disinfection procedures as they are also the procedures recommended for protecting customers from COVID-19 in residential care settings.

All surfaces, supplies, and equipment will continue to be disinfected as recommended by the CDC. We will ensure any surface, supplies or equipment located within 6 feet of an ill patient is disinfected or discarded.

- We have restricted visitor access to protect customers.

We are restricting all visitor access to the center.



- We are encouraging customers, their families, and team members to share all questions and concerns related to COVID-19.

Don't be afraid to use your voice. It is okay to ask our staff questions about treatment changes and the ways we are protecting our customers.

- We are staying up-to-date with the latest information from CDC's COVID-19 web page: www.cdc.gov/coronavirus.



Thank you for everything you are doing to keep yourself and your loved ones safe. We will keep you informed about any new precautions we think are necessary. Please feel free to contact us with additional questions.

- Please follow our social media pages and the dedicated COVID-19 section of our website for further information.



If you would like information related to a specific customer in our care please contact the center directly.

For general questions call or text our toll free number at 1-877-OPIS YES (1-877-674-7937).