



Coronavirus FAQ

Q. Where can I get the most up-to-date information about precautions Buckner's communities are taking?

A. For the most current information related to Buckner's response to the coronavirus pandemic, visit <https://bucknerretirement.org/buckner-retirement-services-coronavirus-precautions/>

Q. When can we expect for this to be over?

A. While no one knows how long the coronavirus pandemic will last, we are prepared to continue all necessary precautions to help keep residents healthy for as long as the Centers for Disease Control (CDC) recommends. Please continue checking [cdc.gov](https://www.cdc.gov) for the most up-to-date information.

Q. Do the communities have enough food and supplies?

A. Each Buckner community has enough food and supplies for an extended period of time. Our suppliers have assured us there are no issues with their supply and ability to continue providing us service.

Q. My mom is in Independent Living. Can I come visit her?

A. Based on the most recent recommendations from the Centers for Medicare and Medicaid Services (CMS) and new visitor restriction directives from Texas Governor Abbott, who has declared a State of Emergency, Buckner communities are restricting all visitors except for limited exceptions, such as end-of-life visitations after proper screenings.

Q. What about my parent's upcoming doctor, eye and dentist appointments?

A. Please follow your doctor's recommendations on whether or not to reschedule the appointment for a later date. If the appointment is necessary, call the community and we will help coordinate getting your parent to your car for the appointment.

Q. Can my parent leave to run errands or to visit with family?

A. The CDC recommends that seniors avoid crowds and that they stay home as much as possible to reduce their risk of being exposed to coronavirus. While everyone in our communities is free to leave at any time, we do encourage all residents to follow CDC guidelines when possible.



Q. I prepare my dad's medications for the week. Will I still be able to do that?

A. Yes, but you will be asked to follow all of our healthcare professional infection control protocols and must stay confined to your family member's apartment. You can drop off a resident's prepared medications for the week at the community's front desk and our team will ensure they are delivered to the resident.

Q. Can private pay caregivers still come provide care to the residents?

A. Yes, private caregivers who provide functions essential to the health and wellbeing of residents are still permitted at Buckner communities but they are required to follow all of the same infection prevention protocol as the licensed healthcare providers at the community.

Q. I bring my parent's household supplies and groceries every week. What should I do?

A. For Independent Living residents, you can drop off any groceries or supplies to the community's front desk and our team will ensure it is delivered to the resident. For residents in Assisted Living, Memory Care and Skilled Nursing, our team will ensure they have the necessary supplies on-hand.

Q. What constitutes an end-of-life situation?

A. Based on CDC recommendations from the Centers for Medicare and Medicaid Services (CMS) and directives from Texas Governor Abbott, Buckner communities are not allowing any visitors except for end-of-life situations. End-of-life is the term used to define a period of time when there is no longer any medical support that can be provided to sustain or prolong life. A communities' Director of Nursing is the qualified personnel to identify this stage so that family members can be contacted. These situations will be evaluated on a case-by-case basis with your community's Executive Director.

Q. What should my parent do after returning from a trip?

A. The CDC recommends anyone returning from travel to known coronavirus-affected areas or who have traveled via a cruise ship are being asked to self-quarantine. Our preference would be that they self-quarantine offsite, perhaps with a family member, to reduce potential exposure to others in the community. Those who are unable to quarantine offsite should contact their communities' Executive Director for help quarantining in their apartment.