



MEMO

To: Residents and Families
From: Charlie Wilson, Senior Vice President
Date: March 3, 2020
Re: Buckner Plans and Responses to Global Coronavirus

The safety and protection of those we serve, and our staff are the highest priorities for Buckner Retirement Services. We are implementing strategic plans and precautions addressing the coronavirus to help mitigate risks to residents and associates.

Because senior adults appear to be most vulnerable to the virus, we are monitoring the COVID-19 situation through information, calls and webinars provided regularly by the Centers for Disease Control (CDC) and the BRS team is reinforcing health readiness by:

- Activating its Emergency Preparedness and Operations teams at each of the six campuses and holding regular conference calls to discuss the health status of each community
- Coordinating with local government agencies, first responders and health care facilities in case emergency response for residents or associates is necessary
- Regularly reviewing community emergency preparedness processes and re-educating associates BRS infection control protocol, inventorying supplies, and preparing employees through information and education
- Discussing the COVID-19 situation status and risk mitigation tips and suggestions at resident townhall meetings
- Directing staff exhibiting signs of sickness to stay home
- Communicating with residents and family members that Buckner is taking this seriously and that we are taking every reasonable precaution
- Pointing all visitors to the community main entrance with potential questionnaires to screen for symptoms and risks
- Conducting additional health screenings for new residents and healthcare admissions
- Monitoring of associate outages
- Developing methods and opportunities to reduce stress and help families stay connected during this period



Working Together

As we work together to reduce risks to our communities, there are ways that you and your families, friends and potential guests can help.

Residents:

- Reach out to family, friends, and potential guests to discourage visitors or limit visits
- Take standard health precautions when in public or away from the community
- When at all possible, staying home is the best way to reduce the risk of being exposed to any potential virus, especially those who are at a higher risk or have compromised immune systems

Guests:

- Postpone any visits to the community if you or someone in your household is experiencing symptoms
- Consult [CDC guidelines](#) and consider suspending visits to the community if you or someone in your household traveled internationally within the last 14 days or exhibit symptoms
- Stay connected to and check in with your loved one frequently through the use of phones, email, video messaging, etc.
- Contact your community leadership immediately if you have any concerns about the health or wellbeing of your loved one

Additional Information

Visit <https://www.buckner.org/coronavirus-blog> for the most up to date information about preventing the spread of germs and viruses and other relevant tips and information about the coronavirus. For additional questions and concerns please contact the Executive Director at your community.