



## Coronavirus FAQ

**Note:** Answers to these questions and other related questions may change at any time as we seek to monitor the pandemic and provide the safest living environment for residents that is reasonably possible. Our highest priority right now is the safety and security of residents, families, and staff.

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

**A.** For the most current information related to Buckner's response to the coronavirus pandemic, visit [www.bucknerretirement.org](http://www.bucknerretirement.org). You will see a box pop up on your screen. Click inside the box and it will take to our website detailing Buckner's responses and current status.

### **Q. What happens if a senior adult resident tests positive for COVID-19?**

**A.** Our leadership in each Buckner senior living community is working closely with our on-site medical teams to ensure the health and safety of each resident. If there is a case of COVID-19 in a Buckner senior living community, we will notify family and residents of the occurrence. We also will follow a swift, detailed procedure outlined by the Texas Department of Health and Human Services to respond should a resident show signs and symptoms or test positive for the coronavirus. The plan represents a best-practice response to preserve the health of anyone who contracts the coronavirus and the continued safety of non-affected residents and staff. We are committed to be as open and transparent as possible, while adhering to the privacy of residents and staff.

### **Q. How will I receive information about possible virus infections at a Buckner community?**

**A.** We have established a thorough communications process to alert residents, families, and staff in the event some affiliated with one of our communities is suspected of contracting the coronavirus. Buckner is following guidance set forth by the Centers for Disease Control.

For clarification, the Centers for Disease Control (CDC) has issued the following definitions concerning the virus:

1. **Person Under Investigation (PUI):** Any person who is under investigation for having the virus that causes COVID-19, or who was under investigation but tested negative for the virus.
2. **Laboratory-confirmed case of COVID-19:** Any individual who has tested positive for the virus that causes COVID-19 in at least one respiratory specimen.



Should a resident or associate at a Buckner community show signs and symptoms and received the COVID-19 test, we will notify residents in writing in the community and alert family members by text message or phone. Our website, [www.bucknerretirement.org](http://www.bucknerretirement.org), has an easy-to-use chart showing you real-time status at each Buckner community. We would encourage you to check the website often to stay informed.

**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](http://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. Is my parent safer outside of a senior living community?**

**A.** Recently, there has been a lot of talk about seniors being safer outside of a senior living community. That's a good question. LeadingAge Texas, the statewide organization for nonprofit senior living communities, recently released a statement that says in part, "moving a loved one from a long-term care facility can be a significant life-changing event and can have negative health consequences for an elderly person. It's important to understand that for some residents, the trauma of relocating can reduce access to care and services." If that's a decision you're wrestling with, please talk to someone at your local Buckner community and let us help you through this difficult decision.

**Q. What's the best way I can stay connected to my relative?**

**A.** We encourage regular communication with your loved one utilizing technology (i.e. phone, FaceTime, Skype) and we are happy to assist them any way we can in finding the best method. We also encourage you to connect with them as often as you can.



With isolation efforts in effect both internally and externally, they want to hear from you regularly.

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

**A.** Please follow your doctor's recommendations on whether to reschedule the appointment for a later date or not. 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.** No. When the coronavirus crisis started, we did allow limited access to assist residents with medications. However, as the crisis has continued, we have felt it was safer for residents to not allow any outside contact, except on very few, rare occasions. This is out of an abundance of caution to do everything reasonably possible to protect residents at our senior living communities.

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

**A.** We have limited access and the services provided by private caregivers other than a very few exceptions. We believe limited access to our senior living communities is in the best interest for all residents.

**Q. Are each of Buckner's six senior living communities able to provide enough staff, or associates, to meet residents' needs?**

**A.** Yes, but this is a situation unlike any we've seen. In fact, the Surgeon General of the United States recently referred to this our generation's Pearl Harbor. But this time, the soldiers on the front lines are first responders and health care workers – people like our associates at Buckner. During a time when most people are isolating at home, our associates are showing up every day to take care of the residents in our communities. We are being creative in anticipating the needs of our staff and their families for issues like school closings, day care and personal family care, while still adequately staffing our communities.



**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 community's 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 has 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.

**Q. Are you accepting new residents or members to your communities?**

**A.** Yes. As continuing care or Life Care communities, we are uniquely equipped to provide a safe environment able to meet residents' needs at many levels. Despite the current coronavirus crisis, we are still living our tagline of "Inspiring happiness."

**Q. Is Buckner hiring?**

**A.** Yes. We have numerous open positions in several fields and applications are currently being received. We're conducting virtual (or off-site) interviews at our senior living communities in Austin, Beaumont, Dallas, Houston, Longview



and San Angelo. If you are interested in a career with Buckner, begin your journey at [www.bucknerretirement.org](http://www.bucknerretirement.org).

**Q. Does my parent have access to a chaplain?**

**A.** Yes. As a faith-based senior living provider, our chaplains are a vital part of our senior living communities and residents' spiritual needs are a priority part of how we are Inspiring happiness.™ Our chaplains have already used some creative methods to reach out to residents within accepted social distancing measures and will continue to do so.