

## **Frequently Asked Questions: Coronavirus Preparation & Response at A.G. Rhodes**

*As of April 3, 2020*

### **Does A.G. Rhodes have confirmed cases of COVID-19?**

We currently have confirmed cases in our Wesley Woods community, and no confirmed cases in our Atlanta or Cobb communities. We are posting updates, including number of confirmed cases, online at [www.agrhodes.org/coronavirus](http://www.agrhodes.org/coronavirus).

### **Can you give us specific information about who has tested positive for COVID-19?**

To protect the privacy of the residents and staff, and in accordance with HIPAA regulations, we cannot disclose the names of individuals who test positive, or other details that would identify them.

We recognize the many concerns that our family members and others have for the safety of our residents and staff, and their potential exposure to Coronavirus. We continue to monitor our residents for any signs or symptoms of Coronavirus through regular temperature checks and routine assessments, and if a resident exhibits signs of COVID-19, we immediately place them on isolation or send them to the hospital depending on the severity of their symptoms. Additionally, we screen all employees before they start their shifts, and we screen all essential personnel.

### **Are more cases expected to emerge?**

Given the nature of this highly infectious disease, we expect more cases to emerge. We are awaiting COVID-19 test results for several residents and staff and we anticipate more positive cases. We are in contact with those family members with suspected cases. If more cases emerge, we will continue communicating with family members whose loved ones test positive.

As this situation progresses, we will post updates online at [www.agrhodes.org/coronavirus](http://www.agrhodes.org/coronavirus).

### **What are you doing to stop the spread?**

There were many measures in place in our communities to stop the spread of this virus before positive COVID-19 cases emerged. In addition to visitor restriction—which has been in place since March 12—additional measures include:

Infection Prevention & Control. We continue to implement stringent infection prevention and control measures, frequent hand washing and cleaning of our buildings and surfaces, and extra precaution when caring for residents, especially residents exhibiting any symptoms of illness regardless of the nature of those symptoms.

Screening. We screen all staff and essential personnel who enter our buildings, including temperature checks. If someone's temperature is elevated or if they display other symptoms, they are instructed to leave and follow up with their doctor.

Closely monitoring residents and isolating those exhibiting symptoms. Even before our first confirmed cases, we designated an area of in each of our three homes to closely monitor some residents for symptoms of COVID-19. This area allows us to more safely isolate residents who are at greater risk of testing positive for COVID-19.

Because of the highly infectious nature of this virus and that it impacts people so differently, we are closely monitoring all our residents for symptoms and we are conducting regular temperature checks and routine assessments. While we immediately move residents displaying symptoms to the designated areas to be isolated, we may also send residents immediately to the hospital depending on the severity of their symptoms.

Closely monitoring staff. Staff are instructed not to report to work if they are feeling ill, and if they report to work and do not pass the screening, they are immediately sent home and instructed to contact their doctor. If a staff member feels ill during their shift, they are instructed to immediately go home and contact their doctor. We follow Centers for Disease Control and Prevention (CDC) guidelines for evaluating when and if it is safe for a staff member to come back to work.

Social distancing. Prior to the confirmed COVID-19 cases and because of the highly infectious nature of COVID-19, we drastically changed our activities and communal events to align with social distancing guidance and directives from numerous organizations and agencies including the CDC, Centers for Medicaid and Medicare Services (CMS), and Georgia Department of Public Health (DPH).

### **How are you treating people suspected of having COVID-19?**

Any treatment is done in close coordination with the medical directors and attending physicians in our homes. As soon as someone begins exhibiting symptoms, they are moved to the designated area or sent to the hospital, depending on the severity of their symptoms. It's important to note that this virus has the potential to impact people very differently. Some people develop milder symptoms, while some develop very serious symptoms immediately without much warning. While we may be able to care for some people in our homes who test positive, some may need more acute care in a hospital setting.

### **Are all your residents and staff going to be tested?**

There continues to be a supply issue for COVID-19 tests which is outside of A.G. Rhodes' control. In accordance with CDC guidelines, currently only those people assessed as appropriate for testing are receiving these tests.

### **Are your staff wearing masks?**

We are following CDC guidelines concerning masks and other personal protective equipment. Staff who are working in our designated areas where residents are being monitored or treated for COVID-19 are wearing N95 masks. Other nursing staff are wearing surgical masks.

### **I heard members of the Georgia National Guard are being deployed to nursing homes in Georgia. Are they coming to A.G. Rhodes, and if so, when are they coming? What will they be doing?**

Governor Brian Kemp [recently announced](#) that members of the Georgia National Guard are being deployed to assist long-term care health facilities that have positive cases of COVID-19. We anticipate several uniformed personnel to arrive at A.G. Rhodes Wesley Woods as early as Monday, April 6. The specially-trained infection control team will follow protocols of the CDC and the health department to decontaminate and disinfect areas of the building using a disinfectant process that incorporates a solution approved by the Environmental Protection Agency (EPA). [Click here](#) to read more about these efforts. We anticipate this process will take several hours. We welcome the National Guard's support in helping us to stop the spread of COVID-19.

**I have more questions, who do I contact?**

Families with questions should use the contact methods on our “For Families” section of this webpage, [www.agrhodes.org/coronavirus](http://www.agrhodes.org/coronavirus).

Members of the media should contact Mary Newton, Chief Communications Officer, at [mnewton@agrholders.org](mailto:mnewton@agrholders.org).

If the methods above don't apply to you, please use our [Contact Us Form](#).

**How can I help?**

We've had many requests from the community asking how they can help support our residents during this challenging time. To see some ideas, visit [www.agrhodes.org/ways-to-help](http://www.agrhodes.org/ways-to-help). From sending cards and letters to fulfilling Amazon wish lists, we appreciate the outpouring of support. If you have ideas that you'd like to share, email [waystohelp@agrholders.org](mailto:waystohelp@agrholders.org).

**What else?**

We know that this is an incredibly challenging time and you have many concerns and fears about loved ones staying in our communities. We assure you that we are doing everything we can to keep residents and staff safe. This virus presents many unique challenges, but we have well-trained and dedicated teams that are taking every feasible measure to stop its spread.

Please continue following our updates at [www.agrhodes.org/coronavirus](http://www.agrhodes.org/coronavirus).