

COVID-19 Situation Update from Paradise Valley Estates

PVE Management continues to monitor the situation and we are working closely with our partners: NorthBay Healthcare, LeadingAge, the Centers for Medicare and Medicaid Services (CMS), and the county and state public health departments. Nothing is more important to us than our residents and team members, so we are working with these agencies to implement preventive protocols and planning for contingencies to address worst-case scenarios in this rapidly changing situation.

As of Tuesday, March 17, we have implemented the following precautions:

Outside Visitors

- Prohibiting all non-essential visits to Paradise Valley Estates including family, friends, vendors, and anyone who does not reside in the community.
- In order to protect our most vulnerable residents, all visits to skilled nursing in Laurel Creek are prohibited. The only exception will be for family and caretakers during end-of-life. All doors to Laurel Creek will be locked except the main doors, to ensure all visitors can be screened.
- Visitors for all other areas of campus will be screened at the gate per protocol provided by CMS.
- All guest room stays have been canceled.

Residents

- We are asking that residents only leave campus for essential medical appointments. Residents who do leave campus for other reasons will be asked to self-quarantine for two weeks and avoid team members, other residents and common areas.
- Housekeeping is following CDC guidelines and disinfecting all frequently touched surfaces (doorknobs, handrails, light switches, toilets, etc.) in common areas.
- The Main Dining Room, Café, and Club are closed and lunch and dinner will be delivered to all residents.
- All residents returning from travel (local or outside of the area) will be asked to self-quarantine in their home.
- All group activities and on campus events have been canceled.
- Groceries or other supplies can be dropped off to residents by family members at the front gate. Delivery services (UPS, FedEx, etc.) will still be used for resident and campus deliveries.
- We are strongly encouraging residents to have virtual conversations such as Skype or Facetime with their loved ones.

Employees

- All team members returning from travel (local or outside of the area) will be asked to self-quarantine.
- Health services employees will be screened for symptoms daily, before they begin their shifts.
- All team members over the age of 65 are working from home.

We will continue to provide updates as we implement additional preventive measures.

Tuesday, March 17, 5:00 PM