



## **COVID-19 Frequently Asked Questions**

(814) 899-8600 | [www.brevillier.org](http://www.brevillier.org)

### **Question #1**

**When do you foresee the restriction of visitors to end?**

**Answer:** Honestly, I am thinking not before the end of April at the earliest. Some of our medical staff feel it could be longer dependent on how well we do at social distancing. Even if some businesses are permitted to reopen, long term care facilities will have visitor restrictions for a longer period of time.

### **Question #2**

**How can you reopen the beauty salons?**

**Answer:** The salons only care for the residents of that specific building. We are limiting 2 residents in the salon at a time. We do not have outside beauticians, but our stylists are our own

staff and we monitor them daily when they come to work. This practice has been approved by the Erie County Department of Health who unfortunately had to investigate as they

were questioned about how we could open the salons.

### **Question#3**

**What are you doing to monitor staff and vendors when they report to work?**

**Answer:** Each employee, vendor and health agencies personnel must report to Ball Pavilion lobby prior to going to their job. We have staff to take their temperature, make sure they wash their hands and complete a survey with CDC required questions. If anyone does not pass, is sick or has been exposed to someone who has COVID-19 or is being tested for COVID, they are sent home and need a doctor's excuse to return to work.

#### **Question #4**

##### **Are resident's restricted to their rooms?**

**Answer:** No, they are not. We are trying to keep them on their hallways if possible, but we all know that is literally impossible! But the staff are trying very hard to keep them from roaming too much.

#### **Question #5**

##### **Are the Recreation and Dining rooms open?**

**Answer:** That depends on the building and the size of the area. AT BP the room is not Open currently. Residents activities at BP are being held with 10 or fewer in the dining rooms where the residents are eating. A Hall is eating right now in Courtside by the front office, B Hall is in Lakeside and C Hall is in Sunrise. AT BCS we have rearranged tables in dining room and only have 2 people eating at a table. The BCS Recreation is closed because that space is very narrow and confining. They are still able to use the living room. At North we are trying to separate the tables as much as possible. and we have allowed the Rec room open as we can socially distance in that room due to the size and it gives them some freedom to move about. All this can change dependent if we have a positive COVID case.

#### **Question # 6**

##### **Are we still accepting admissions to the Village?**

**Answer:** Yes. At Ball Pavilion we are required by federal and state regulation to take admissions at this time to relieve the hospitals and free up beds. That does include someone who is positive with COVID. The CDC has provided very specific guidelines for what we are required to do with a person who has active COVID-19 both for residents, employees and visitors.

#### **Question #7**

##### **Does Brevillier have any residents or staff with active Covid-19? Would people be notified if you did?**

**Answer:** We have no one at this time that has tested positive for COVID-19. Per regulation we would inform all residents, families and staff that there is an active case, but we would not be releasing any personal information or what building they are in. If you are interested to see the steps, we must take when a positive COVID is within the Village or share care homes please go to the CDC website for that very detailed information.

### **Question #8**

#### **How are Personal protective equipment supplies holding up?**

**Answer:** Kelly Million has been working tirelessly to get supplies. We are trying to be as resourceful as we can. We are also coming up with strategies on what we will need to do if we run out of certain items. Our greatest need being disposable masks and hand sanitizer. Staff are being fitted as we speak for their personal N95 masks. All Nursing and select staff from other departments will be fitted by April 1st. Some of our staff had already been fitted prior to the COVID outbreak. If you happen to know any businesses that would have these items mentioned above, we would love to speak with them.

### **Question #9**

#### **Will there be church services on Easter Sunday?**

**answer:** No there will be no church services on Easter Sunday or through the month of April. Maureen Rizzo, our Development Director and Chaplain Deacon Chuck are going to be working on videotaping a church service which we will show to residents throughout the day on Easter Sunday.

### **Question #10**

#### **How are the residents and staff holding up?**

**Answer:** I really do think all in all they are doing remarkably well. We all have a few moments of frustration but as a team we will get through this together. We are asking everyone to be a little kinder to each other. Deacon Chuck sends us quotes and thoughts for the day that help keep us grounded, some families have dropped off goodies for staff and their family members which we make sure they receive. We have healthy snacks in all the buildings for residents and staff alike. Encouraging everyone to rest, drink lots of fluids, take walks, etc. We just posted a wonderful 5-minute video on our website and face book for relaxation and comfort by Nancy Steele, one of our BV physical therapists and certified yoga instructor. Check it out - it is great! Once the weather is warm enough, we hope to get residents outside for a few moments with staff. Unfortunately for right now visitors cannot take them out since you are being exposed to many more people and it is not being allowed per regulation.

### **Question #11**

#### **Is my monthly bill still due?**

**Answer:** Yes, bills are still due timely and interest charges will be incurred for late payment. In this time of supply shortages and keeping our residents safe, you are encouraged to still pay your monthly bill timely. Any questions can be addressed with the Director of Finance, Jessica Hoffman.

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