

**Lorien Health Services**  
**Frequently Asked Questions & COVID-19 Response**

**Frequently Asked Questions**

**Q: What is 2019 Novel Coronavirus or COVID-19?**

**A:** Coronaviruses are a family of viruses that usually cause mild illness, like the common cold. COVID-19 is a new virus within that family, which can cause illness that is more severe than the common cold.

**Q: How is COVID-19 diagnosed?**

**A:** COVID-19 is diagnosed based on:

- Combination of symptoms, including fever, cough and shortness of breath
- History of travel
- Contact with other persons diagnosed with COVID-19
- Testing – a test for COVID-19 is available. The test is performed and confirmed with the CDC and some state laboratories at this time.

**Q: How is COVID-19 treated?**

**A:** Treatment is mainly supportive care with:

- Fluids
- Medication to lower fever
- Oxygen, if needed
- There are no vaccines available for COVID-19 at this time to help with prevention

**Q: Are certain people more likely to get infected with COVID-19 than others?**

**A:** Based on CDC data, elderly people and those with underlying chronic medical conditions or in an immunocompromised state may be most at risk for severe outcomes.

**COVID-19 Response**

*Lorien's first priority, always, is to keep our residents and staff safe.*

**Health and Safety Protocols**

Lorien Health Services has implemented health and safety measures to mitigate the spread of COVID-19 in its facilities. We continue to strictly follow the guidances outlined by our local and state health departments, trusted medical professionals, and the Center for Disease Control (CDC).

**In Our Buildings:**

- We continue to implement strict cleaning procedures, outlined by the CDC.
- No visitors are permitted to enter our facilities.
- As part of the Governor's recent executive order, Lorien created two additional units in our nursing homes (sub-acute rehab buildings). This does not include the Assisted Living buildings. These units include:
  - Admission Unit: Any new admission or resident returning from the hospital who is COVID-19 NEGATIVE will be moved here and monitored for 14 days because they have been in the hospital.
  - COVID -19 Unit: Any resident that has been diagnosed COVID-19 POSITIVE within the facility or diagnosed COVID -19 POSITIVE while in the hospital and returning to the facility will be moved to this safe and secure unit.

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**For Our Staff:**

- Upon entering the facility, all employees must have their temperature checked. Any employee with a fever is immediately sent home.
- Any employee with any signs of illness, not just those associated with coronavirus, is immediately sent home
- Universal masking began on April 2 throughout Lorien facilities.
- Lorien has devoted full-time staff to procure adequate supplies of personal protective equipment (PPE).
- Lorien has added a compassionate care compensation rate to thank staff for their commitment during this challenging time.

**For Our Residents:**

- Communal dining and group activities have been cancelled.
- According to the CDC, keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water. We continue to assist residents to help prevent the spread of infection as well by exercising proper [hand washing hygiene](#) and [coughing and sneezing etiquette](#).

**Communication**

Lorien is committed to being a trusted resource in keeping families apprised of developments in regular updates and answering any questions you may have. Families proactively receive update emails from Lorien's corporate office every Monday and Thursday at 8 p.m.

Updates are also posted in real-time on Lorien's dedicated COVID-19 Resource Website:  
<https://www.lorienhealth.com/coronavirus-info>