



**CHRISTOPHER HEIGHTS™**  
AN ASSISTED LIVING COMMUNITY

Update 5/1/2020

The purpose of this update is to bring you up to date on what we have done and continue to do when someone is suspected or has tested positive of COVID-19. Our residents and staff are extended family to us, and we want to do everything we can to protect and keep them safe.

Christopher Heights Assisted Living communities continue to follow all CDC (Center for Disease Control and Prevention), Massachusetts DPH (Department of Public Health), local BOH (Board of Health), and EOEA (Executive Office of Elder Affairs) directives and guidance including restricting all non-essential visitors, maintaining entrance criteria for all staff and essential visitors including symptom and temperature assessment, practicing strict infection control measures including frequent disinfecting of commonly touched surfaces, requiring face mask use by all staff, encouraging face mask use by all residents, limiting group activities, maintaining social distancing, and adhering to universal precautions at all times and to transmission-based precautions when appropriate.

In the event a resident exhibits any of the expanding list of known COVID-19 symptoms, our COVID-19 Protocol is initiated. The resident is immediately isolated on transmission-based (droplet and contact) precautions. The resident representative is notified. Permission is obtained to communicate with the resident's PCP. The PCP is notified of the symptoms observed and if there has already been a diagnosed COVID case in the community. Resident specific guidance from the PCP is obtained and carried out.

When a resident is sent to the emergency department with suspected COVID-19 symptoms, an Incident Report is submitted to EOEA (and GAFC (Group Adult Foster Care) if the resident is a GAFC participant) with information regarding the acute medical event.

Should the community already have a diagnosed COVID case, frequent communication with the local BOH and Massachusetts DPH epidemiologist is ongoing, and any suspected cases are referenced including current symptoms and testing status.

In the event a resident tests positive for COVID-19, whether the resident remains in our community or has been transferred to a skilled facility, we notify EOEA (and GAFC if the resident is a GAFC participant), the local BOH, and the Massachusetts DPH.

If a resident has tested positive, the local BOH directs the duration of the resident's isolation precautions based on current CDC and Massachusetts DPH guidance which may be testing based or symptom and illness duration based.

In the event that a staff member exhibits any of the expanding list of known COVID-19 symptoms, the staff member is immediately excluded from work, directed to contact their PCP, and encouraged to be tested for COVID-19. Any staff member awaiting COVID-19 test results is restricted from working.

In the event a staff member tests positive for COVID-19, we notify EOEA, the local BOH, and the Massachusetts DPH. The staff member is excluded from work until the local BOH where the staff member resides lifts such restrictions based on current CDC and Massachusetts DPH guidance.

We fully recognize our resident population (and staff members caring for them) is more vulnerable than the general public and because of this we have intensive measures in place with their well-being in mind.