



# The Springs at Willowcreek Aspen House

## A COVID CARE CENTER

### Welcome

We are honored for the opportunity to serve your family through recovery from COVID-19. We recognize that this is an uncertain time and we hope that the information we provide will help you learn about us and our process for supporting your family through the next 10-20 days. In addition to this document, you can find attached:

- 1 Short term residency agreement
- 2 Checklist of what to prepare/complete

### Who Are We?

The Springs at Willowcreek has had the good fortune of providing support and services to seniors in Salem since 1996. It was the first of 18 communities that The Springs Living owns and operates throughout Oregon and Montana. Recently, The Springs at Willowcreek was selected to act as a COVID Specialty Center—a respite for those with COVID-19 who need to quarantine, but whose case is not severe enough for a hospital stay. The Springs at Willowcreek, an assisted living and memory care senior community, has a cottage-style setting composed of separate houses, allowing a dedicated and separate building for seniors with memory loss requiring COVID-19 care.

### Why Is This Happening?

The State of Oregon regulates that when anyone in an Oregon senior living community tests positive for COVID-19, they are transferred to a COVID-19 Specialty Center. This is part of what makes Oregon's COVID-19 response a best practice example, as it has been proven to help stop the spread of the virus within a community while also ensuring that those who test positive have enhanced resources for recovery.

### The Springs at Willowcreek COVID Care Center Features and Services

#### UNIT FEATURES AND AMENITIES

- Fully furnished, some with private baths
- Conveniently located near dining and living spaces

#### SERVICES

- Memory Care programs specialize in the CARES® Approach™ endorsed by the Alzheimer's Association
- Individualized service plans tailored for each patient
- 24-hour health services support
- Medication management
- Incontinence management
- Personal assistance with bathing, dressing, grooming, and hygiene
- Specialty diets including mechanical soft, puree, and thickened liquids
- Three freshly-prepared meals plus snacks
- Specialized nutrition supplement program
- In addition to regular meals, our snack program is designed to stimulate appetite and maintain weight for individuals who might be feeling tired, nauseous or have lost taste and smell.
  - Freshly baked items throughout the day to fill the air with delicious scents
  - Hot soup is available at all times
  - Smoothies combine fresh produce with nutritious calories
  - Beverage assortment includes juices and water with enhanced electrolytes
  - Variety of hand-held food items for anyone who might have a hard time sitting for a meal
  - Staff available to provide assistance with eating as needed
- Life Enrichment programs are designed to include low-stimulus entertainment and adapted activities including aromatherapy, word games, small group discussions, baking demonstrations and much more.

## Meet Our Team



### LAARNI SMALL

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### MELISSA LACKEY

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In addition to our leadership team, we have a full team 24/7 of health services support staff to provide direct support to our patients. In addition to their experience, all our team members receive training in the CARES approach, endorsed by the Alzheimer's Association, enhanced infection control and COVID-19 monitoring and intervention, with support from GreenField Health.

GreenField Health believes that great care results from the establishment of deep, trust-based relationships between caregiver and patient, impeccable service and high clinical reliability. GreenField Health is providing Medical Director services and oversight to The Springs Living in an effort to optimize care and improve communication with family members.



## Frequently Asked Questions

### Why does my family member have to leave where they live?

It has been proven that re-locating COVID positive individuals during recovery significantly reduces the spread of the virus within the community that they reside in long term. It also provides dedicated care and service to individuals for their recovery. Specifically to memory care, we have found that wearing masks, social distancing, self-isolation and frequent hand washing is more frustrating/difficult, making spread of COVID more challenging to contain.

### How long will my family member need to stay?

Science has taught us that COVID-19 affects everyone differently. Some have significant symptoms while some have none at all. We anticipate taking care of caring for individuals cross the spectrum of symptoms. We have also learned that individuals cease being infectious to others after 10 days yet some continue to experience symptoms upwards of 20 days. We anticipate serving individuals 10-20 days before they return home.

### What will it cost?

The cost of room and board is covered by the State of Oregon DHS for those who qualify. There may be billable services to Medicare for equipment or therapies and there may also be pharmacy charges if necessary medications are not received from the referring facility. We hope to avoid this, however, by securing your family member's medications at admission.

### How do I find out what is going on?

There are multiple ways for us to keep in touch. We have provided cell phone numbers for direct phone contact. We also utilize a software called *Carely*, where we can provide you updates and quick answers to questions via this app. You can download the app *Carely | Family Caregiving* from iTunes or your Google Play Store.

### May I visit?

We certainly understand the desire to visit directly with your family member. While we would love to say, "yes," we also recognize that visiting in person puts uninfected individuals at risk. We do have virtual visits available through use of Facetime. In special circumstances, we could arrange for window visits at our location, which for the visitor, this is outdoors so weather can be limiting.

### What if my family member gets worse?

If your family member demonstrates symptoms that need medical attention, we will send them to Salem Hospital for treatment. Examples might include: increased respirations, increased temperature, decreased oxygen saturation levels, etc. Each case will be evaluated by a nurse with support from our Medical Director.

At The Springs Living, our primary purpose is to serve seniors and their families. The COVID Care Center is one more way to show our support at perhaps one of the most vulnerable times in our lives. Welcome to The Springs at Willowcreek Aspen House COVID Care Center.

## The Springs at Willowcreek Aspen House COVID Care Center

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