



9/8/2020

To our Benevilla Community,

We would like to thank you for your patience and understanding with Benevilla during the COVID.19 Pandemic. These times have been trying on all of us, and we are appreciative that you have stayed positive and worked with the teams from your Life Enrichment Programs over these past few months. The Benevilla team continues to take precautions as we move forward with the uncertainties of COVID-19. The Benevilla team has been hard at work developing a plan for Benevilla's reopening for a selection of our Life Enrichment Programs.

At this time, three of the five Benevilla Life Enrichment Day Programs will reopen on Monday, September 14, 2020 with restrictions and new procedures in place. The following programs will open for the hours listed below:

Lucy Anne's Place

Hours: 9am to 4 pm

16752 N. Greasewood Street, Surprise, 85378

Helping Partners Program

Hours: 8 am to 4:30 pm

14601 Del Webb Blvd., Sun City, 85351

West Valley

Hours: 8:30 to 4 pm

8133 W. Cactus Road, Peoria, 85381

We understand that we serve such a vulnerable population and are working diligently to ensure the safety of your loved ones. Effective immediately we are implementing the following updates:

Small Groups and Limited Occupancy: Each open Life Enrichment Program will be run at limited occupancy for the time being. Each program will start with opening on Mondays, Wednesdays, and



Fridays for the first two weeks with a limit of 10 members per day for the first week and 15 members for the second week. Starting the third week, we will increase to more members, but will not return to full capacity for safety reasons. The programs listed above were chosen for reopening due to the fact that we can easily follow social distancing guidelines. Each program allows for a smaller group setting and spread out areas. Groups will be limited to 5-6 members or less in each room of the program along with a Benevilla staff member.

- **New Drop Off & Pick Up Procedures:** Daily temperature checks upon entering the program for all staff and members. (Directors will explain procedure with you prior to the reopen date) COVID Waivers, Negotiated Risk Forms, COVID Risk Assessments, and daily questions to those who attend. Only members attending for the day can enter the program. Families will remain in their vehicle and a staff will walk the member into the program.
- **New Life Enrichment Activities:** Our wonderful Life Enrichment Staff have been working hard to create new and exciting Life Enrichment Activities that limit direct contact with one and another. Each activity will ensure sanitation and distancing is a top priority and all equipment will be properly sanitized after each use.
- **New Staff Hygiene and PPE Procedures:** All Benevilla staff are required to take their temperature before entering the program. If a staff member has a temperature of over 100 degrees, they will be asked to return home and self-isolate until they, or any one in their home, are fever free without medication for 24 hours. Staff members are required to wear surgical masks when working in each program.
- **Caregiver and Member Temperatures upon Arrival:** All caregivers and members of Life Enrichment Day Programs will have their temperature taken upon arrival each day. If they are showing fever symptoms over 100 degrees, they will be asked to return home and self-isolate until they, or any one in their home, are fever free without medication for 24hours. We encourage the member to wear a mask but if that poses a challenge for them, we understand.
- **Mealtime:** All meals will be prepared at Birt's Bistro as normal, but during the re-opening the meals will all be cold meals that are served in individual containers. This allows for the food to be made by the Chef and Cook and then the only contact with the food will be the member when they open it. Members may have to eat in the program area they are assigned to for the day to stay with the smaller group and be as safe as possible.



Risk Plan of Action: Our Life Enrichment Team has a very in-depth Risk Management Plan that will be followed daily at the program to allow the best safety procedures. The staff will also follow a strict plan of action if a member is identified with a fever or other COVID or flu like symptoms during their time at our program. The following protocol will be put in place:

- If signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat develop while a member is on-site, the member and staff will put on a N95 mask and will be assisted to a designated area of the program. **We are asking that if you get a call informing you that your loved one has symptoms of COVID-19 you will come and get your loved one within 30-45 minutes.**
- Program staff will provide a form indicating symptoms observed that can be given to the primary care physician.
- Full PPE will be worn per CDC guidelines for the care of any member with known or suspected COVID-19 signs per CDC guidelines.
- All other individuals in the program will put on a N95 mask and it will remain on for the rest of the time the program is open. All available staff will start to disinfect the entire program area.
- All team members will be trained with infection prevention guidelines.

Other procedures put in place:

- Staff will be required to wear surgical masks at all times when interacting with members.
- Members will be encouraged to wear masks. Masks will be provided by Benevilla, or members can choose to bring their own.
- Benevilla staff will work to be as consistent as possible with the same staff in their program area for safety.
- Members may have limited days they can attend during the first phase of re-opening to allow respite for all enrolled members.
- You will be provided forms and documents, via docusign, that will need to be updated before your loved one can return, including an updated Essential Lifestyle Plan.
- Program tours and enrollments will be held virtually to limit outside visitors to the program. All non-essential visitors are prohibited at Benevilla Life Enrichment Programs.



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- No volunteers or entertainment staff will be allowed onsite at Benevilla Life Enrichment Programs during the first phase of reopening.
 - Caregivers will be offered additional trainings through Benevilla to identify signs and symptoms of Coronavirus.
 - No transportation will be provided to and from our Benevilla Life Enrichment Programs at this time.
 - No outings, Restorative therapy or spa services will be offered at this time.

If your loved one attended a Benevilla Life Enrichment Day Program that is not listed above, please know we can still support you. A Director of Life Enrichment will be in touch to make arrangements for your loved one to attend an alternative program for the time being, if that is something you are interested in.

Benevilla will continue to provide Virtual Life Enrichment Activities at www.Benevilla.org for those who wish to utilize while at home. Benevilla can also provide support through our Free Home Services Program, including grocery shopping assistance, emergency errands, phone pals and assisted rides to essential medical appointments, if that is an option you would rather explore. Benevilla Caregiver Support Groups and Life Coaching are also available virtually and over the phone for those who may need extra support. Please feel free to reach out, we are here for you!

Because this situation is complex and ever-changing, our plans may change too, and we will always keep you updated. If you have any questions or concerns, please do not hesitate to reach out to your program Director at 623-584-4999.

Sincerely,

Joanne Thomson, Benevilla President & CEO