



Enumclaw

HEALTH AND REHABILITATION CENTER

100% Employee Owned

The safety and wellbeing of our residents remains our top priority at Enumclaw Health and Rehabilitation. In addition to the health safety practices we have in place, we've taken measures to boost morale and engagement.

SCREENING

While it seems the guidance surrounding screening employees, residents, and essential healthcare workers changes daily, Enumclaw remains up-to-date on screening requirements. Screening of employees, residents, and essential healthcare workers occurs every shift. Our center has implemented a two-step screening process for anyone that visits the center, whether for essential healthcare visits, maintenance, or other needs. Workers are screened by phone and are then routed to a designated screening station for temperature checks before being allowed into resident areas.

TESTING

Resident testing occurs whenever warranted. Per CDC and state recommendations, and due to the limited testing supplies, only those employees that have signs or symptoms are being tested at this time. We remain confident that our screening processes, combined with our prevention measures, are safeguarding our residents and employees.

PREVENTING SPREAD

Masks have been provided to residents, staff, and essential visitors. Additional personal protective equipment (PPE) is provided to staff. Our center continues to work alongside state officials to strengthen measures aimed at combating the spread of the virus.

The CDC and CMS guidelines require all post-acute healthcare providers to restrict visitors to prevent the spread of COVID-19 during this pandemic. Additionally, because we know the virus can be active and transmit to others even when they may not have any symptoms, all new admissions at Enumclaw are placed in an isolation status to reduce the likelihood of exposure to others within the center. This allows us to monitor new admissions for signs and symptoms for the first 14 days of their stay.

Enumclaw Health and Rehabilitation also continues to enforce safe social distancing measures. To protect residents, staff, and our communities, our residents are provided with a mask to be worn any time staff are working with them. We're also ensuring our resident's that leave the center for essential healthcare visits are protected with their mask.

Additionally, we're working with our medical providers to find alternative aerosol medications, since these types of order administrations can aide in the spread of viruses. If a resident is prescribed an aerosol medication, we will work directly with the medical provider to identify a safe and alternative medication.

In the event a positive COVID-19 case is present in at our center, isolation precautions to prevent the spread are immediately implemented. Plastic barriers, personal protection equipment, and additional screening processes are utilized.

In some cases, our policies and procedures may be stricter than the health department, the CDC, and CMS. This is in an effort to ensure we are doing everything we can to protect our residents, resident family, staff, and communities.

STAFF EDUCATION

Our organization has held daily education calls for our Enumclaw leaders since the onset of this pandemic. Topics of these calls range from safe social distancing in a care setting to how to appropriately don and doff face masks. Our organization has also set up a communication channel for Enumclaw staff to ask questions from the Vancouver Service Office leadership team, making sure everyone is receiving the guidance and education needed in every area of the center.

COMMUNICATION

Enumclaw Health and Rehabilitation has also implemented several communication methods to keep resident family members and loved ones informed about everything we are doing to protect our residents, employee-owners, and communities:

- A letter from our CEO was sent to resident family members and Power of Attorneys in March. The letter outlined our initial response to COVID-19.
- Automated phone calls to resident family members and Power of Attorneys with a detailed message outlining our response to COVID-19 were also completed in March.
- Additional automated calls are being planned and scheduled.
- An EmpRes Hotline was created for family to call in the event they have questions about our processes or procedures. 1-855-931-1341
- Center websites and social media pages have been updated to provide visitors with up-to-date information about our response to COVID-19.
- In the event testing occurs, and/or a positive case of COVID-19 is identified, all residents, resident family members, and staff within our center are notified.
- In the event multiple staff members or residents experience COVID-19 symptoms within a 72-hour time-period, all residents, resident family members, and staff within our center are notified.

ENGAGEMENT

We have increased technology services at Enumclaw to enable residents to connect with loved ones over Skype, FaceTime, and other applications. Activities with loved ones can also occur through the windows of the center. We've seen residents playing tic-tac-toe through their window with both loved ones and staff members. Per CDC guidelines, we continue to avoid resident group activities and is making sure social distancing is being practiced.

SURVEY FINDINGS

Since the beginning of the pandemic we've continued to work with county and state health departments as necessary. As we identify areas of opportunity, immediate changes are implemented, policies are updated, and education across the company is provided. Enumclaw Health and Rehabilitation is following the most up-to-date policies and procedures as recommended by the CDC and CMS.

FAITH

Throughout our response to COVID-19, our employees have remained strong, our residents have remained appreciative, and our communities have remained supportive. As we adjust to what seems like the new normal, we want to remind everyone that our building remains the safest place to be for our residents and employees.

In an effort to spread cheer, we have coordinated “Thank You” campaigns on our social media pages and during shift change at locations throughout the company. Enumclaw continues to be inspired by the outpouring of love and support from all the community we serve.

While we wish we could answer every question we receive, we are committed to protecting the privacy of our employees and residents.