



## COVID-19 RESPONSE

Sana Lake places top priority on the health of its members and staff. We have gone beyond standard protocols to ensure the necessary screening and prevention measures are in place so that we are as safe as possible from [coronavirus COVID-19](#) exposure. Members continue to be supported wholeheartedly in their recovery. Sana Lake predicts no foreseeable interruption in daily operations, and admission of members to our programs will continue as planned.

Sana Lake continues to work with the local Department of Public Health to ensure we have the most current data. We follow best practices and continuously monitor them for updates. Sana Lake staff is committed to supporting our members in recovery for life.

### **Below are processes Sana Lake has put in place to combat COVID 19:**

#### **Pre-Admission/ Admissions of New Members for Coronavirus**

Prior to being admitted to Sana Lake, we ask new members many questions about their health status. The questions reflect those recommended by the CDC. We want to ensure that all members being admitted to our facilities are screened for symptoms of coronavirus infection that could put our treatment communities at risk.

- Additional health questions will be asked during pre-admission. If potential member is experiencing any conditions, they will not be allowed to admit
- All new admissions will additionally be screened the facility doors for symptoms when they arrive.
- Admissions will NOT enter through the lobby. They will be directed to the side detox door and placed in a room with their belongings until the pre-screening can be completed.
- Once screened, if the individual cannot admit they will be given the numbers to call and resources for testing and how to re admit to Sana Lake when they are ready.
- Rooms will be disinfected after each new admission.
- All new admissions items will be washed upon admission, and member will be given a Covid-19 test.

#### **Family Visits and Aftercare Meetings**

Until further notice, no outside visitors to our facilities. Family programs, Alumni and support group meetings have moved to online platforms.

- Currently, no visitors are allowed
- Any mandatory/emergency guests who comes onsite will be screened outside the facility doors and denied access if they have symptoms.
- All Trainings and Tours scheduled have been cancelled.

#### **Prevent Coronavirus Transmission**

- Added extra signage throughout our facilities to remind and encourage both members and staff to practice frequent and effective hand hygiene.
- Increased the frequency of hand-hygiene audits for staff.
- Provided education (or re-education) regarding hand hygiene to all members and staff.
- Updated policy on Covid 19 response



### **Member Health**

We have full medical and nursing teams available to care for our members' health and are taking the following additional precautions to protect our members' health.

- Daily health surveillance allows our clinical teams to give members who get a cold or flu the care that they need.
- Therapy groups will be held in the largest available rooms to reduce members' close proximity to one another.
- Planned offsite member outings are currently cancelled—we are offering alternatives

### **Dining and Meals**

Sana Lake is taking the following precautionary measures related to dining and meals to protect our members.

- Having a staff member to remind members to practice effective hand hygiene before meals.
- All meals are individually plated and served for member safety

### **Facility Cleanliness**

We have a team of highly skilled environmental services staff who keep our facilities clean and surfaces free of germs.

- Extra cleaning shifts have been added to the schedule to ensure that all high-touch surfaces are cleaned frequently throughout the day.
- We have increased how often we deep clean our facilities and have been distributing additional personal protective equipment (PPE)

### **Staff Precautions to Protect Members from Coronavirus**

We've recently taken the following precautionary measures to protect our staff from coronavirus infection, and thus minimize the risk of coronavirus exposure in our treatment facilities.

- All staff is required to enter and exit through the lobby door.
- Temperatures will be taken and documented on a log before passing through the program doors.
- Provided coronavirus COVID-19 information sessions for staff.
- Scheduled work travel has been cancelled.
- Staff returning from travel to non-high-risk countries are instructed to self-screen and monitor for symptoms for 14 days.
- Staff returning from travel to high-risk countries are instructed to self-isolate, work from home, and monitor for symptoms for 14 days. The current list of high-risk countries includes the following: China, France, Germany, Hong Kong, Iran, Italy, Japan, Singapore, South Korea, Spain.
- All staff are instructed to stay home if they have any symptoms of coronavirus COVID-19.



Our staff is passionate about helping our members find recovery for life and are doing amazing work with them. Our ownership and management are doing their best they can to support our staff so they may continue their awesome work in these challenging times.

Rest assured, we will continue to do everything in our power to provide a safe and healthy environment for our members, their loved ones and our staff. As we face this challenge, we will learn what more can be done to do even better than we are today. Any help and suggestions are appreciated.

Sincerely,

*Paul D. Melnuk*

Co-Founder and Chairman