

RESUMING LONG TERM CARE OPERATIONS IN A POST-COVID ERA



PREPARE YOUR OPERATION TO REOPEN

In these unprecedented times, many businesses that previously suspended operations partially or fully to comply with government regulation or due to operational disruption are now reopening. This guidance is intended to provide steps to restart your operation, safely clean and disinfect your property, and take care of your employees and guests.

Contact your ProGuard Representative for any additional support you may require during this reopening phase.



WE ARE HERE TO PARTNER WITH YOU IN

POWERING YOUR PERFORMANCE

BY DELIVERING



DELIGHTED RESIDENTS



ProGuard partners with you to ensure **outstanding resident experience** through safe and clean linens, dishes, and surfaces, malodor elimination and spotless community appearance.



HEALTHY COMMUNITIES



We equip you to **deliver safe food, rooms, and public spaces** via complete and thorough infection prevention, complete water safety programs and robust and personalized on-demand employee training.



OPTIMIZED OPERATIONS



Our industry expertise **boosts your bottom line** through improved labor utilization, reduced utilities, extended asset life, and our standardized chemical program.

STEP TO PREPARE FOR A SUCCESSFUL REOPENING



Clean Environments Start with your Team



Maintaining Safety and Guest Confidence in Public Spaces



Safe Hands Everywhere you Need Them



Keep your Most Valuable Resources Safe- Your People



Protect your Properties and Set up your Communities for Success



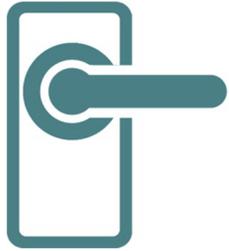
Create a Communication Plan to Instill Confidence in your Community



CLEAN ENVIRONMENTS START WITH YOUR TEAM

TAKE ACTION

Follow heightened procedures and process to keep your residents, staff and guests safe



Identify heightened high-touch point disinfection procedures and create processes and expectations by role



Hold trainings for both new hire and experienced employees. Create audit processes to ensure proper adherence



Cross-Train staff where applicable to use labor more efficiently and allow for just-in-time cleaning



Build out schedules for regular and routine cleaning of public spaces



MAINTAINING SAFETY AND GUEST CONFIDENCE IN PUBLIC SPACES

TAKE ACTION

Use this guidance to protect your residents, staff and guests in public spaces



Monitor capacity in public spaces and move furniture to create adequate social distancing



Provide disinfectant to allow residents and visitors to self-clean equipment before and after use



Where hand washing with warm water is not available, provide hand sanitizer for residents, visitors, and staff



Post guidance of public space cleaning standards and behaviors for residents and visitors



SAFE HANDS EVERYWHERE YOU NEED THEM

TAKE ACTION

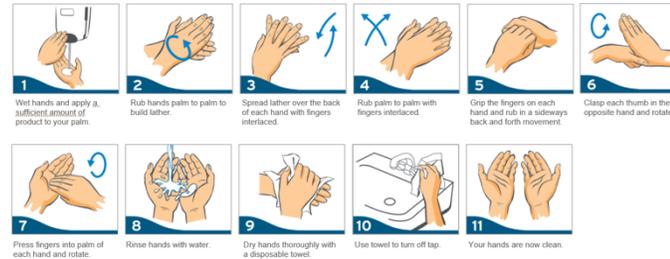
Build out and communicate your hand hygiene protocol



Provide guidelines and stress importance of increasing frequency of hand washing



Where hand soap and warm water is not available, provide alcohol-based hand sanitizer



Set up wall charts and hand washing reminder signs in staff break rooms and restrooms



Encourage residents and visitors to follow safe hand hygiene practices

KEEP YOUR MOST VALUABLE RESOURCES SAFE- YOUR PEOPLE

TAKE ACTION

Build out and communicate your employee safety protocols



Encourage social distancing across all roles in community



If social distancing is not possible, in line with public health regulations consider adding PPE for associates



Create safety guidance for housekeeping staff on when and how to safely clean resident rooms, public spaces and employee spaces



Communicate sick time policy for staff. Encourage your staff to stay home if unwell

PROTECT YOUR PROPERTIES AND SET UP YOUR COMMUNITITIES FOR SUCCESS

TAKE ACTION

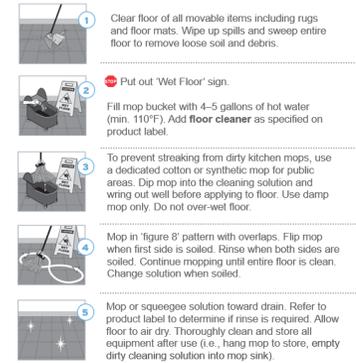
Equip your communities with the right tools and products



Provide reopening checklists to ensure operation is ready to reopen



Advise staff to set up consultations with equipment and chemical providers to ensure it is properly working



Provide management staff with detailed procedures for all areas their property



Equip staff with the correct products to use across all areas of the community

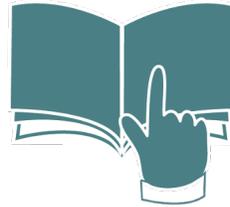
INSTILL CONFIDENCE IN YOUR COMMUNITY

TAKE ACTION

Create a communication plan that builds assurance and confidence with your residents



Provide communication on new cleanliness standards and safety practices to community, family members and memos on community website



Supply resources in visitor waiting room and public spaces explaining changes to protocols



Create procedures to clean public spaces more frequently during public hours



Provide transparency on remediation protocol if a guest or staff member were to be diagnosed with Covid-19



For more information contact your ProGuard Representative at 866-444-7450