



- YOUR FAQs ANSWERED -

There is a lot of information—and questions—circulating about the importance of protecting the senior population and what Woodlands Senior living is continuing to do to ensure residents remain safe, healthy, and engaged within our communities.

Below you'll find answers to several Frequently Asked Questions that Woodlands Senior Living has recently been asked. We understand the importance of transparency as we continue to navigate these challenging times.

Our top priority remains the well-being of the residents we serve.

Q: If there is a confirmed case of COVID-19 in a Woodlands Senior Living community, will families be notified?

A: Absolutely. We understand the importance of open communication with the loved ones of the residents we serve at Woodlands Senior Living communities across the state of Maine. We have put in place procedures outlining specific steps if a resident tests positive for COVID-19.

- The resident's designated or legal representative, primary care physician, the Center for Disease Control and Prevention, and DHHS Licensing will be notified immediately.
- All residents in the community and all employees will be notified.
- Within 24-hours, all designated or legal representatives of the other non-positive residents will be notified about the confirmed positive COVID-19 test.

Our goal is to act quickly and provide clear communication.

Q: Do you know when and how you will be “opening your doors back up” (for visitors) or how long the visitor restrictions will last?

A: We know how important visits from family and friends are to your loved ones.

COVID-19 is especially dangerous to the senior population. Because of this, we continue to be cautious and to follow guidelines from The Maine Department of Health and Human Services, the Centers for Disease Control and Prevention, as well as the State of Maine Office of Governor Janet Mills.

While we don't have a definite date to begin welcoming visitors indoors again, we were pleased to update some of our policies regarding visitation effective Monday, May 4th. Please read how you can schedule **outdoor** [social distancing or window visits](#) with residents.

In addition, if you haven't taken advantage of our [Skype Video Visit system](#), please contact your Woodlands Senior Living community to schedule an online visit.

Q: Are you allowing new admissions during this time?

A: As a state-wide senior care provider, our services are essential to many of the most vulnerable elderly in Maine. No one plans to need assisted living or memory care during their lifetime, but if individuals or family members are unable to safely provide care at home, Woodlands Senior Living will continue to be here for those who need us most.

We are currently accepting a limited number of time sensitive admissions and are taking strict precautions to ensure the health and safety of all current residents, as well as the newly admitted individual.

All persons under consideration for admission:

- are screened for a number of COVID-19 risk factors;
- have to be free of any COVID-19 symptoms; and
- will be **tested** for COVID-19 and must receive a negative test result immediately prior to admission.

If you have questions for Woodlands Senior Living as we continue to navigate the challenges presented by the COVID-19 pandemic, please contact your Woodlands Senior Living community, and we will do our best to provide you with information.

We will continue to keep you updated and informed on the [Community Health Updates](#) page of our website where you can sign up to receive updates through email.