



Frequently Asked Questions

We hope this will address some of your most frequently asked questions. Please do not hesitate to contact the community, email covid-19@cardon.us or call 812-961-2326 with questions that are not addressed in this document.

Q: How did the virus get in the community?

A: We have no way of determining when and where someone contracts the virus. We have enacted our isolation and quarantine protocols to help stop or limit the spread of this virus. We are closely monitoring the situation and following steps recommended by The Centers for Disease Control (CDC), Centers for Medicare and Medicaid Services (CMS) and the Indiana State Department of Health (ISDH) to ensure a safe and healthy environment. We continue to focus on the safety and wellbeing of our residents.

Q: Can you do additional testing? I would like for my loved one to be tested.

A: At this time, the Indiana State Department of Health sets guidelines for testing due to the limited number of tests available, and we must operate within those guidelines. You can find information on testing guidelines at https://coronavirus.in.gov/files/IN_COVID-19_testing_03.25.2020.pdf. At the guidance of ISDH and our medical director, anyone with a fever and respiratory symptoms will be treated as a presumptive positive. If your loved one meets these criteria, you will be notified as soon as possible.

Q: How can I stay connected with my loved one?

A: We recognize the importance of staying connected with your loved one during this time. Our associates will be happy to assist you with setting up phone calls and/or FaceTime calls with your loved one. Please reach out to the community to make arrangements.

Q: Can we still do our loved one's laundry?

A: Not at this time and until further notice. We will provide personal laundry services to all residents following strict protocol to prevent cross contamination. We cannot take the risk of laundry that is contaminated entering the community. Thank you for your understanding.

Q: How are you providing meal service since the dining rooms are closed?

A: All meals will be delivered by our staff to the apartments and/or skilled nursing rooms. Thank you for your understanding as we continue to make our resident's safety our number one priority.

Q: Can we set up Telehealth/virtual doctor's appointments?

A: Yes, all communities are equipped with Telehealth. Please contact your community for more information.

Q: Can I take my loved one home until this is over?

A: Yes, but they will be unable to return until restrictions are lifted. Please contact the community if you are considering this option.

Q: How many other residents and associates are now being monitored?

We have been monitoring all residents and associates throughout this challenging time. We have now enacted our isolation and quarantine protocols to help stop or limit the spread of this virus. We are closely monitoring this situation and following steps recommended by The Centers for Disease Control (CDC), Centers for Medicare and Medicaid Services (CMS) and the Indiana State Department of Health (ISDH) to ensure a safe and healthy environment.

Q: Many of you have asked how you can support and recognize our associates.

A: Our associates are working tirelessly to provide for the safety of your loved ones. Here are some ideas:

- Food that is individually packaged, bagged or boxed.
- Letters and notes of encouragement.
- Social media posts recognizing staff members – tag CarDon or the community and we will share it with the team!
- Signs posted on entryway doors.
- Sidewalk chalk notes as staff enter the community.

Your encouragement means the world to our associates. Please be mindful of social distancing as you make your plans!

If you have additional questions or concerns, please contact the community, email Covid-19@cardon.us or call 812-961-2326.