



## ACCULA™ TESTING INFORMATION & FREQUENTLY ASKED QUESTIONS (FAQ)

The following information explains in further detail what is to be expected and required in relation to family visits and Accula SARS-CoV-2 testing. Please contact the front desk if you have any additional questions.

### GETTING A TEST

**Q: I want to get tested. What's the first step?**

**A:** All potential visitors must sign up prior to visiting so we can properly manage the number of visitors on campus and our testing capacity at any given time. Please call the front desk to learn more about how to schedule.

**Q: How much does the Accula SARS-CoV-2 test cost?**

**A:** Each Accula SARS-CoV-2 test costs \$125, payable by cash, check, or charge to a resident's account. Payment is due on the day of your test. Please note that we are not charging for tests in order to make a profit, but simply to cover the costs of the testing equipment and properly manage our reserve of testing supplies.

**Q: Can I get a COVID-19 test somewhere else and bring my results to Touchmark?**

**A:** No. Visitors must be tested on the Touchmark campus on the day they have signed up to visit.

**Q: Do all visitors have to be tested prior to visiting inside the community?**

**A:** With the exception of a very small number of pre-designated "essential caregivers," all visitors are required to be tested. Unless you have applied to be designated an essential caregiver and been accepted, plan to sign up for testing prior to scheduling a visit.

Visitors who cannot or choose not to utilize the Accula SARS-CoV-2 test option may continue to meet in designated areas for a shorter visit, use external travel options for independent and assisted living residents, and engage through digital means such as FaceTime, Skype, etc.



**Q: Where do I get tested?**

**A:** After checking in at the front desk, all tests will be administered in our designated testing location on campus. Once you've been tested, please return to/remain in your vehicle until your test results have been processed.

**Q: Who will administer my test?**

**A:** We have designated certain Touchmark staff members who have been trained on administering the Accula SARS-CoV-2 test as instructed by the manufacturer and CDC recommendations. They will also collect your payment at the time of the test.

## **ENTERING THE COMMUNITY & VISITING WITH RESIDENTS**

**Q: When will I know if I can enter the community for my visit?**

**A:** The Accula SARS-CoV-2 test takes approximately 30 minutes to process. The test administrator will then communicate your results to you and either clear you for your visit if negative or refer you to your primary health care provider if positive. You will receive a sticker to wear while in the community alerting staff that you have received a negative test. If positive, you will be asked to reschedule your visit until after you have recovered and test negative.

**Q: Aside from getting tested, is there anything else I need to do before I can visit?**

**A:** Yes. In addition to a negative test result, visitors will be required to sign an agreement regarding safety protocols during their visit as well as be screened. Screening entails a temperature check and questionnaire. Your test administrator will also give you a waiver and collect it from you before you enter the building.

Protocols outlined in the waiver include wearing a mask while entering and spending time in the community (including in residents' homes) and face shields while in common areas, maintaining physical distance from others, using proper handwashing hygiene, the check-out process, test outcomes, billing, etc.



**Q: Where can I visit with my loved one(s) on campus?**

**A:** Visitors are encouraged to visit in their loved one's home. That said, as long as visitors wear a mask and face shield (as required on the waiver), all common areas of the campus will be available for visiting, including dining rooms, the bistro/cafe, areas where potential Life Enrichment/Wellness activities are occurring, etc. We do ask that visitors do their very best to stay in the common areas of their loved one's specific neighborhood or area of campus. Visitors are not permitted to visit in the homes of residents they are not there to visit with specifically. For example, do not go into the home of your loved one's neighbor.

**Q: For how long can I visit?**

**A:** Once tested and approved for entry, visitors are expected to leave campus by 7 pm for a daily visit. Please sign out at the front desk on your way out. Visitors may stay overnight in a Touchmark guest suite with prior approval. If staying overnight, you must check out by 7 pm the following day. Once you have checked out, you may not return to the community for a prolonged visit without starting the testing and visiting process anew.

**Q: Can I leave and come back?**

**A:** Though we prefer you don't, visitors who have tested negative and been admitted to the community may leave one time for no more than one hour on their test and visitation day. We strongly suggest you do not take your loved one out of the community unless for an essential reason. If you are gone longer than one hour or leave more than once, your visit will be considered concluded.

## **ADDITIONAL INFORMATION**

- All visitation is contingent on CDC, federal and state government, and local health agencies' regulations and guidance. In the case of a COVID-19 outbreak on campus, program details may change at Touchmark's discretion with limited notice.
- Touchmark may approve guests at our discretion, including balancing the flow of visitors to represent as many residents as possible (limiting the same



family's visits over others). End-of-life and compassionate care visits may take top priority.

- All Accula SARS-CoV-2 test usage, whether through targeted testing or family visitation, will be tracked for usage, person tested, payment method (charged or waived), date used, and outcome. This information will be used only for official purposes and will not be shared outside of required reporting agencies.