



**SENIOR LIVING + COVID-19**

*Moving Forward*  
**DESIGN TOOL KIT**

**PERKINS —  
EASTMAN**



PERKINS EASTMAN IS HERE

# TO GUIDE YOU

THROUGH YOUR COVID-19 MANAGEMENT STRATEGIES



“Although the world is full of suffering, it is also full of the overcoming of it.”

Helen Keller

## BEYOND 2020

# Looking Forward

As your communities build a safe and healthy future, we understand the seriousness of the job ahead. Perkins Eastman is here to assist on a multitude of levels ranging from tasks as simple as assessing your program inventory for physical distancing, to a complete design, operational, and communication strategy for moving forward. We want to work with you to see that your residents and team feel safe moving throughout the community.

Everyday our healthcare, workplace, and senior living teams collaborate to redefine tomorrow's best design practices. We are looking toward the future, engaging with clients and leading researchers to help realize safe and sustainable senior living communities for all scales and types of residents. Our focus is to not only address concerns with COVID-19, but to consider future public health crises in light of senior living standards of care.

We understand that senior living communities do not have the luxury of closing temporarily and will be faced with managing future health crises in real time. It is our goal to supply you with tools and mechanisms that may be implemented with a focus on achieving a balance of safety while sustaining social interactions—but in a new way. We look to provide a playbook for standards in design and operations that organizations may implement as they move forward with addressing their particular conditions and concerns.

Each community is different. Each resident is different. Expectations vary across the industry and it is important that we consider these complexities when providing reasonable initiatives for communities to implement in order to move forward. Together we can address the immediate concern and prepare for what may come in the future.

# Priorities for a Fast Recovery

- Evaluate and improve safety protocols and operational strategies
- Embrace virtual tools for care services, programming, and culinary
- Create convenience for the resident and the employee
- Find opportunities for meaningful social engagement
- Make your resources and built environment work for you

Recommendations contained herein are based on sources deemed reliable, including the CDC and OSHA. Perkins Eastman makes no guarantees, representations or warranties of any kind, expressed or implied, regarding the information, suggestions, or recommendations, including, but not limited to, warranties of content, accuracy and reliability. There is no guarantee that implementing these re-entry measures will decrease or eliminate the risks of spreading infectious disease and viruses. Each organization's safety plan is at its own risk and must be tailored to its own discretion, criteria, values, tolerance of risk, and the needs of its residents, staff, and guests. The various requirements will be dictated by federal, state, city and/or local level governments and each organization will have to operate in compliance with applicable laws, codes, rules and regulations. Because requirements and guidelines are constantly changing, organizations must monitor developments including developments in scientific studies, and consult with its legal counsel and insurance advisors for advice based on its own specific circumstances regarding safety plans.

# What is it?

**MOVING FORWARD** is a concentrated, collaborative approach to strategic planning and conceptual design services developed to address the resiliency of your community during pandemics like COVID-19 or other major disruptive events. Collectively, we will assess your community—balancing operational, marketing and financial strategies—in order to determine design standards that allow your residents and staff to maintain emotional and physical well-being. Whether it's adapting existing communities or defining new strategies for future communities, a new way forward will help us to address community-specific needs.

## Design Considerations May Include:

- A** Signage and Graphics
- B** First Impressions
- C** Culinary Design
- D** Apartment Design Features
- E** Memory Support and Assisted Living Design Strategies
- F** Occupancy Review and Density Management
- G** Finishes, Furniture, and Equipment
- H** Mechanical, Electrical, and Plumbing Assessment
- I** Staff Recruitment and Retention Strategies



# How We Provide It

Through an interactive phased approach we will assess, develop, and create a plan for implementation. The overall structure of MOVING FORWARD is a flexible process with a series of phases that build on each other. It can be adapted to any program or challenge with opportunity to stop after each phase. It can integrate with other strategic planning processes with deliverables that include written reports, graphics, and drawings to implement change. Our team can work through each phase remotely or in-person, depending on what works best for you.



## Assessment | Profile Report

Through a series of collaborative workshops, we will identify the needs and challenges of your community along with desired improvements for future services and program modifications. The findings will be consolidated and organized into an assessment report for each community in order to determine your specific course of action moving forward.



## Development | Design Standards

This second step will draw upon results from the assessment report, so a strategic plan can begin to take shape. We will create a vision for change and develop new design standards and concepts. With the aid of additional consultants, areas of improvement will move from discussion to documentation.



## Implementation | A New Way Forward

This final step allows us to put into action the results from all previous phases where we can test viability and develop a phased implementation plan via verbal, graphic, and construction documents.



# 1



## ASSESSMENT

### A Profile Report





## The Interview

We want to get to know you, your resident's needs, and goals for the future. Through a workshop (virtual or in-person), we will explore how to:

- Analyze your programs, care services, and operations from the perspective of industry best practices
- Identify opportunities and areas for improvement
- Support positive practices currently in place
- Recognize how your organization can treat this as an opportunity for growth
- Review your existing strategic plan and edit it to reflect pandemic-related items

## Deliverable

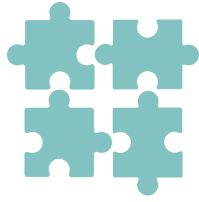
Addressing protocols to manage COVID-19 are certainly critical, however, preparation for future setbacks that may require equivalent measures is essential for the sustainability of any community. The following tools will let you know where you stand:

- Assessment report
- Checklist—results from interview process
- Prioritize program areas





# 2



## DEVELOPMENT

### A Strategic Plan





## Problem Solving

Building upon the assessment phase, we will work to find solutions for you. Efforts to arrive at these conclusions would include:

- Confirm strategy with your key team members
- Confirm checklist requirements are being met in conjunction with a leader from your team
- Collaborate with your key team members to understand operational opportunities and challenges
- Conduct focus groups to determine the best options for your resident population

## Deliverable

This phase centers primarily around a virtual work effort. The gathering and organizing of feedback thus far can deliver the following:

- Concept drawings
- Concept imagery
- Road map for Phase 3, Implementation
- Development of design standards based on studies of specific areas
- Prioritize 'next steps' based on feasibility study results



# 3



## IMPLEMENTATION

A New Way Forward





## Execution

Building upon the development phase, we will assemble design documents that can be used for implementation by your team or the contractor. Those products could include:

- Create design and construction drawings.
- Develop strategy document to assist and support your team. Coordinate necessary training.
- Looping in key consultants, we can provide operational strategies and training for food service, housekeeping, technology, marketing, and care.

## Deliverable

Extensive examination and collaboration within this phase allows for the delivery of those results in various ways. They include:

- Construction drawings

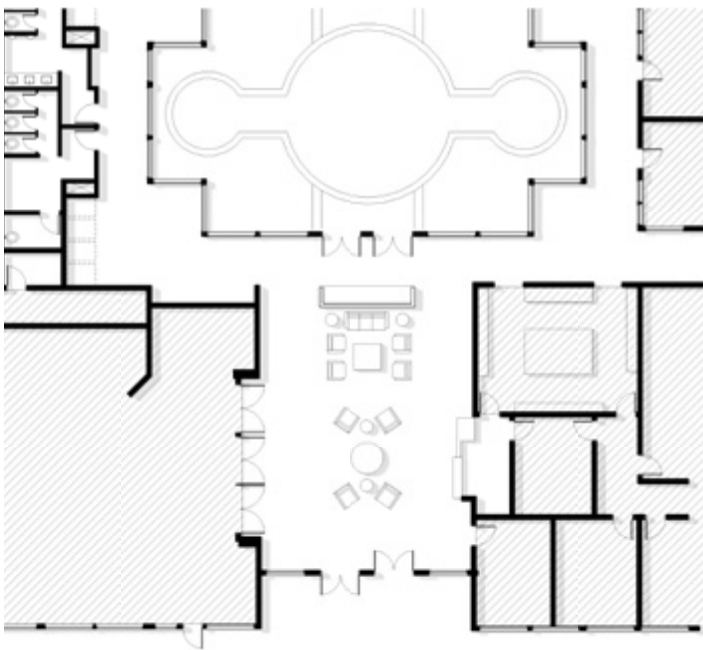


# ENTRYWAY & CIRCULATION

## SUMMARY

The most highly trafficked and arguably riskiest areas of a senior living community is the main entry. Precautions taken at this critical junction will establish protocols and efforts throughout the building and community for staff, residents, and guests.

## EXISTING PLAN



## EXISTING CONDITION







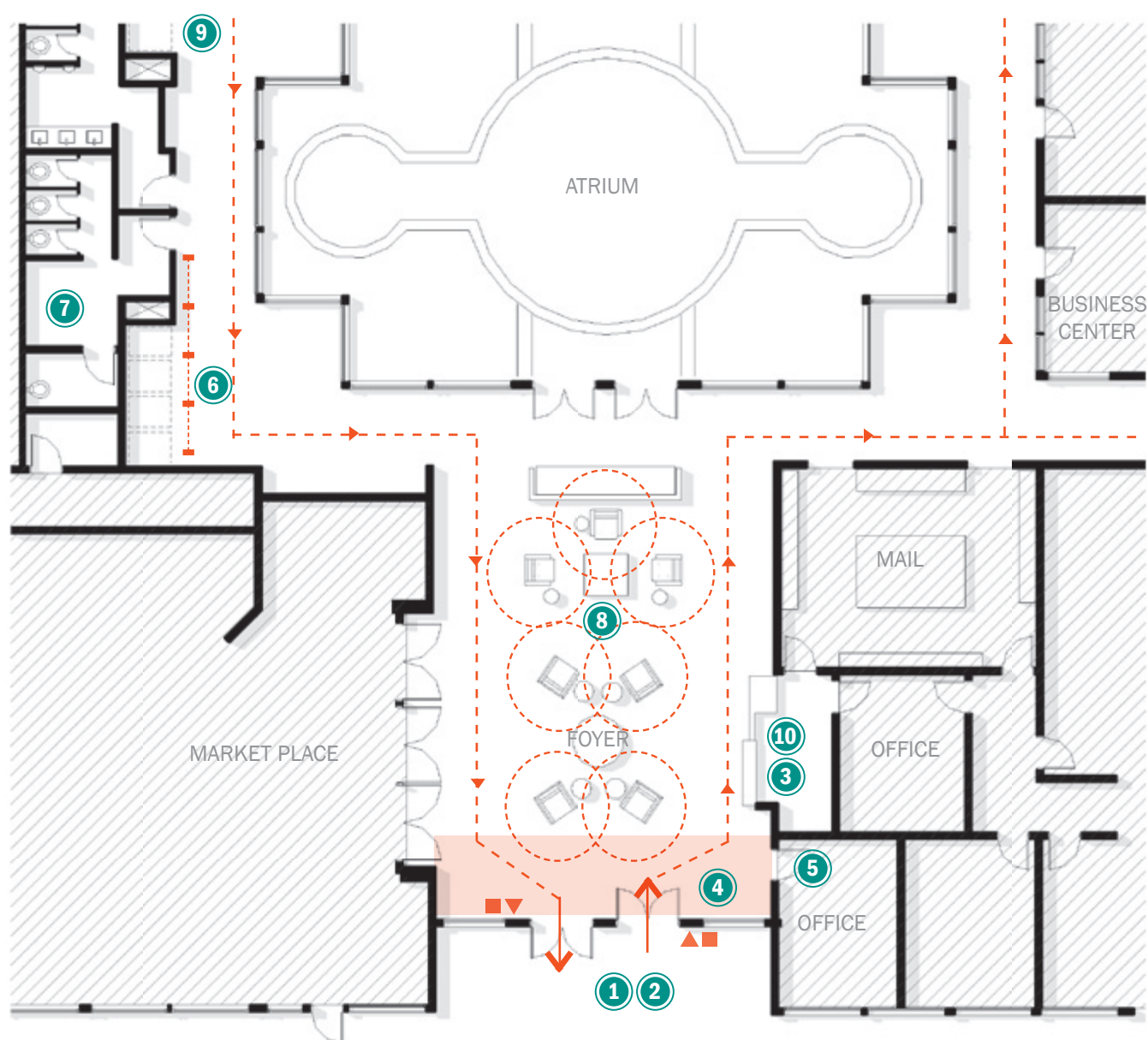
## KEY NOTES

- ① Congestion point. Provide signage instructions for staggered entry requirements. Provide “entry” and “exit” door, if possible.
- ② Conduct temperature checks, using non-touch body temperature detection through Infrared Fever Screening System (IFSS) and symptom screening for staff and visitors at outdoor campus entry or at other entrances separated from residents.
- ③ Maintain a log of visitors, staff, and delivery people with entry times to support contact tracing.
- ④ Allow visitors to remotely check in by phone/video without coming to front desk/reception. Place socially distanced markers on the floor at reception.
- ⑤ Designate a separate entrance and holding area for deliveries.
- ⑥ Provide signage and floor markings throughout the building to encourage physical separation of residents, staff, and visitors.
- ⑦ Where possible, provide touchless access at common doors. Other common equipment and accessories, such as toilets, paper towel and soap dispensers, and sanitizing stations, can be made touchless.
- ⑧ Separate seating and other work surfaces a minimum of six feet or further, depending on activity.
- ⑨ If possible, replace water fountains with touchless water dispensers.
- ⑩ Install transparent sneeze guards in the reception area. Provide accommodations for those who are hearing impaired, such as passive talk ports or intercoms.



## LEGEND

-  6' 0" physical distancing
-  Disinfecting wipes
-  Access direction
-  Hand sanitizer
-  Congestion area
-  Direction of travel



# CULINARY VENUE

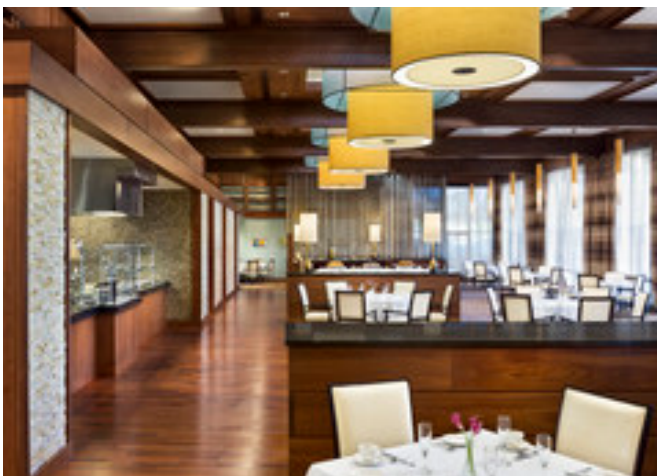
## SUMMARY

Congregate dining may provide the only social engagement a resident has in their day. As their risk is heightened during a pandemic, precautions to protect residents must also be strengthened. Creating a safe dining environment is critical.

## EXISTING PLAN



## EXISTING CONDITION



## KEY NOTES

- ① Congestion point. Provide signage instructions for staggered entry requirements, “entry” and “exit” door if possible. Move host stand out to control access.
- ② Reduce seating capacity: seat every other table and reduce 6 tops to 4 tops, 4 tops to two tops. Maintain 6+ feet distance from tables in use.
- ③ Create distinct queuing areas, allowing guests to social distance while waiting for tables.
- ④ Optimize outdoor dining with proper social distancing.
- ⑤ Create smaller venues that reduce actual and perceived density. Utilize partitions, screen and banquets.
- ⑥ Visual connectivity into the kitchen for entertainment and confirmation of safe handling of food for the consumer.
- ⑦ Where possible, provide touchless access at common doors. Other common equipment and accessories, such as toilets, paper towel and soap dispensers, and sanitizing stations, can be made touchless.
- ⑧ Address increased demand for takeout. Provide dedicated power for holding areas. Outdoor pick-up window may eliminate the need for guests to enter the building. Expand area into cart storage.
- ⑨ Appropriate queuing space at bathrooms.

## TIPS

Ensure ventilation systems operate properly and provide acceptable indoor quality.

Reservations or seating assigned via app or reception desk to reduce interaction with the host, waiting, and overcrowding of bar area.

Enhance acoustic treatment so occupants can hear and be heard through masks.



## LEGEND

6' 0" physical distancing

Hand sanitizer

Disinfecting wipes

Congestion Area

Access Direction

Direction of Travel



# Wayfinding and Print Ready Sign Options

## TO HELP STOP THE SPREAD OF CORONAVIRUS, WE'VE MADE SOME CHANGES.

Information has been posted throughout our workplace to promote the health and safety of our staff and guests. These procedures are required and must be followed by all staff and guests. Please familiarize yourself with the instructions and protocols. Should you have concerns or questions, please don't hesitate to ask someone for help.



Heightened Sanitation  
Protocols



Touch-point Interventions



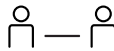
Hygiene Stations



REPORT AREAS  
OF CONCERN



Instructional Signage  
& Graphics



Social Distancing Measures



Personal Protection  
Equipment (PPE)

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## PERSONAL PROTECTION EQUIPMENT DISTRIBUTION

Should you forget a reusable mask, please take one daily-use disposable mask. If you require gloves for special protection, please take one set and dispose of them immediately after use.



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## HEALTH CHECK

Daily health screenings are required for all employees in the office. Please complete the questionnaire before beginning work. Should you need to take your temperature, we have provided a thermometer and instructions for in-office use.

Please disinfect the thermometer before and after use.



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## SANITATION STATION

Please use the provided wipes and sanitizers to help us maintain a healthy workplace.



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# HELP US HELP YOU



Limit the number of people in this room



Avoid shaking hands



Use hand sanitizer before you leave

## WE'RE OPEN

As we prepare to re-enter the workplace, **Studio X4**, please use the following directions upon your arrival to the office to help us ensure a safe and healthy workplace for our staff and visitors.

### ENTRANCE

To help control the number of people using each entrance and traffic on our work floors, please enter and exit the building through the Fifth Avenue entrance.

### ELEVATOR/STAIRS

We encourage you to use the stairs. Stay to the right and avoid touching the banister if possible.

When using the elevator, please limit the number of persons to 3 per cab.

### RECEPTION

Please use the hand sanitizer located near reception before proceeding into

## HELPFUL REMINDERS

For your well-being, this desk has been sanitized. Help us promote a healthy workplace for everyone by taking the following precautions:

-  1 Use the provided sanitizers to clean your desk before and after use everyday.
-  2 Wash your hands for 20 seconds regularly throughout the day.
-  3 Use hand sanitizer when you enter and leave any high-touch or commonly used area in the office, as well as when you enter and leave the office.
-  4 Wear your mask or face-covering at all times, even when seated at your workstation.
-  5 Do not share desktop computer equipment or other personal electronic devices.



ONE WAY

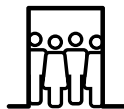


ENTRANCE  
ONLY

## DO NOT GET ON TO A CROWDED ELEVATOR.

Please wait for the next elevator, or when possible use the stairs.

**4**  
PERSON LIMIT



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## TIME FLIES WHEN YOU'RE HAVING FUN.

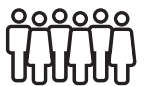
This space has been designated for 15-30 minute meetings.



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## PLEASE LIMIT THE NUMBER OF PEOPLE IN THIS ROOM.

**6**  
PERSON LIMIT



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# Contact Information



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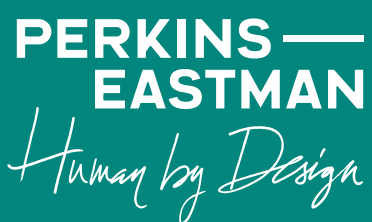




# Stay Safe!

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*Human by Design*



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