



## Coronavirus Response: **IMPORTANT CAMPUS CHANGES** **EFFECTIVE FRIDAY, JANUARY 1**

Because of the spread of COVID-19 in our surrounding area, including a number of cases on campus, **we will enact modified “Stay Home, Stay Safe” protocols on campus for Independent Living (IL) residents effective Friday, January 1, 2021 until further notice.** This action is designed to allow residents to STAY HOME in order to STAY AS SAFE AS POSSIBLE during what is proving to be a COVID-19 peak time locally. **We encourage residents to NOT leave their home except for ESSENTIAL reasons, which includes securing groceries, necessary medical treatment, and other life-saving measures.**

**Please be prepared for this step and what it means for your own situation.** In addition to protocols already in place, these additional protocols will be in effect on campus:

### **DIETARY – DELIVERY ONLY (a.k.a. “CV DOOR DASH”)**

- **The dining room and to-go window will be closed to all traffic as of 7:00 p.m. on December 31.**
- **Meal service will be DELIVERY ONLY and meal service will be optional. Residents who order meals will receive them delivered at their door. Residents who do not order meals will NOT receive meals.**
  - Breakfast orders will be taken between 6:45 a.m. and 9:30 a.m. The last delivery will go out by 10:00 a.m.
  - Lunch/dinner orders (excluding holidays and Sundays) will be taken between 9:00 a.m. and 5:00 p.m. Last meal delivery will arrive between 6:00 p.m. and 6:30 p.m.
  - On Sundays and holidays, including January 1, the last order will be taken at 1:30 p.m. to be delivered between 2:00 and 2:30 p.m.
  - Menus will be delivered to pigeon holes on Sundays by 4:00 p.m. for use as reference to order meals. Menus will also be available on the Hub. Weekly changes to the lunch/dinner menu will continue as usual. The quarterly lunch/dinner menu will remain unchanged. The breakfast menu will be modified. Breakfast orders will be taken from the modified menu ONLY. See the attachment for the modified breakfast menu beginning January 1.
  - Residents should call 828-233-0621 to place orders. Delivery will be approximately at the time specified. Expect a delivery window of 30-45 minutes. If possible, **residents should place meal orders EARLY.** It will increase efficiency and decrease frustration. Deliveries may be delayed during peak times.
  - We will place ordered meals at the doorstep and knock loudly/ring the doorbell. We will have already moved down the hall, in order to maintain social distancing and deliver other meals. **Employees are not permitted to enter your home.**



- Residents will be charged for items ordered but not a delivery fee. No meal credits will be given. Residents should use their declining balance as they normally would.
- **Meals will arrive in compostable containers that will NOT be collected.** Residents may dispose of or recycle these in the regular trash with clear conscience. **ALL melamine containers should be returned to Dining Services.** We still check and pick these up when the bags are outside the door or on the mailbox.

**FRONT DESK:** The front desk and cashier window will remain open and hours will remain the same.

**MAIL DELIVERY:** USPS mail will continue to be delivered to residents' mailboxes. Residents should keep their time in the mail room at an absolute minimum, touch only their items, refrain from getting mail for others, social distance from others, and check mail during off-peak times. Quarantined residents' mail will be delivered to their door.

**PACKAGE DELIVERY:** Packages will be delivered to doors by UPS, FedEx, Amazon, or CV staff. We will place the package at your doorstep and knock loudly/ring the doorbell. We will have already moved down the hall, in order to maintain social distancing and deliver other packages. Please be careful, since the packages could be located at your feet. **Employees are not permitted to enter your home.**

**HOUSEKEEPING/I.T./MAINTENANCE:** Housekeeping, I.T., and non-emergency maintenance requests will not be provided until further notice.

**LAUNDRY & TRASH (COMMUNITY LAUNDRY ROOMS):** Laundry rooms will still be open, but residents are not permitted to wait for laundry in the common rooms. Instead, residents should start their load and return home, checking back only when the load should be complete. Additionally, they should use the laundry facilities during off-peak times, social distance from others, disinfect handles/knobs before and after using them, and touch only their items. Do not do laundry for others. Quarantined residents should hold all laundry and trash in their unit. Contact David Auxier, Housekeeping Supervisor, if you need further assistance.

**ACTIVITIES:** All staff-led activities will be canceled until further notice. We are encouraging resident leaders of resident-led activities to cancel until further notice. Watch the Hub for updates. **Common areas, including common rooms, gyms, and pools, have been closed as of December 30.**

Residents are welcome to go outside and walk on campus grounds **IF 6' OF SOCIAL DISTANCING IS MAINTAINED AND MASKS ARE WORN.** Non-quarantined residents may walk the halls of the main building as long as masks are worn and social distancing is respected. Residents should NOT congregate inside or outside. Contact Jessica Wright for activity kits and Aleen Dailey or exercise tips.



**MEDICAL/NURSING SERVICES:** Call 233-0625 with any concerns or for assistance. Blood draws, by doctor's orders only, **must be pre-scheduled** with ILS.

**RING CHECKING:** Ring checkers are still welcome to check on neighbors using the ring system. Wear your mask when in the hallway and practice social distancing. Residents should address any concerns IMMEDIATELY to ILS at 233-0625.

**BACK GATE:** The back gate exit will be CLOSED until further notice.

**PHARMACY/MARKET:** Sona Pharmacy & Market will operate with a four-person maximum inside the market. They will have a limited amount of market supplies on hand. Residents should call Sona at 233-0848 to order items (medications and supplies) for delivery or with specific item requests.

**QUARANTINE:** Quarantine procedures and protocols remain the same as recently communicated (on December 22). Address any questions about quarantine to ILS. Menus will be delivered to those on quarantine.

**LIBRARY:** Library operations will be modified. See the attached directions on how IL residents request material.

**COMMUNICATIONS:** We will continue video communications on Mondays and Thursdays to all residents through cable channel 56 and on the Hub ("Coronavirus Response" module) at approximately 3:00 p.m. Our goal is to keep everybody informed with transparency.

**IT REMAINS IMPERATIVE THAT YOU CONTINUE TO:**

- **Inform ILS IMMEDIATELY if you are sick, being tested for COVID-19, have been in direct contact with someone being tested, or think you have been exposed to someone infected with the virus. Stay home, follow up with your doctor, and call ILS** for specific directions regarding your situation.
- **If you are in quarantine, remain at home and not be in public spaces on- or off-campus. Doing so places the entire community in danger.** Call ILS for support you require during your quarantine;
- **Wear a mask** covering your nose and mouth in all shared spaces and when around those who do not share your household;
- **Practice routine and vigorous hand-washing** of at least 20 seconds, per CDC guidelines, with soap and warm water;
- **Socially distance yourself from others**, including remaining at least 6 feet from others;
- **Inform us of any overnight travel off campus** using the Absence Notification Form on the Hub or by calling the front desk;



- **Report any concerns to ILS immediately**, including requests for neighbor well-checks, travel to affected areas, previous visitors who are now COVID-positive, etc.;
- **SAFELY communicate** with neighbors (especially if they are quarantined!), family, and friends using telephone, email, social media, etc.
- **Stay abreast of campus updates** by tuning in to our biweekly videos (on the Hub and on channel 56 on campus Mondays and Thursdays at 3:00 p.m.), monitoring the Hub's "Emergency Information >> Coronavirus Preparedness" information, and visiting [www.carolinavillage.com/news/coronavirus-preparedness](http://www.carolinavillage.com/news/coronavirus-preparedness). Encourage your family, friends, and visitors to do the same.
- **Be prepared for situation developments.**

Thank you for your cooperation and flexibility as we continue to navigate this global health crisis. We need your ongoing cooperation for the best possible outcome for the entire Carolina Village community.

Please watch for situation updates as they occur.