



## Coronavirus Response: **REVISED CAMPUS RE-OPENING PLANS**

With recent developments and revised regulations and recommendations from the CDC, CMS, DHHS, and others, we are revising our campus re-opening plans, which we previously communicated on February 25. **All of our re-opening plans are still subject to change, depending on any further developments. Any COVID-19 case on campus could immediately change our plans.** That said, the new timeline for anticipated changes is:

### **March 29, 2021**

#### ***UPDATE VIDEOS:***

- Kevin's update videos will change to monthly videos. His last Monday/Thursday video will be on Monday, March 29. Watch the Hub for the schedule of future monthly video updates.

### **March 30, 2021**

#### ***IN-HOME VISITATION for INDEPENDENT LIVING:***

- Residents may invite guests to visit within the residents' own homes. Residents/visitors will not need to schedule visitation, though all visitors will be screened at the front gate and asked which resident(s) they are visiting.
- For the safety of other Village residents and staff, visitors/guests invited to campus by an IL resident must visit **ONLY** in that resident's home. Guests will not be permitted in **ANY** common area, except elevators and in traveling between the resident's home and the parking lot. Guests should use the shortest distance between these locations to enter and exit the building. Common areas, including hallway common spaces next to laundry rooms, will remain closed.
- To keep enclosed spaces as safe as possible, elevator use will be restricted to those who live in or are visiting the same household.
- Residents are limited to 4 guests at a time.
- Guests of all ages may visit residents. Employees' children, however, cannot visit campus for extended periods of time, including an entire shift.
- Guest may stay overnight in a resident's home or in a Village guest room (fees apply). However, Housekeeping will not service homes in which guests are currently visiting.
- Residents are responsible for sanitizing their homes after a visitor has been present. Housekeeping will **NOT** be available to clean/sanitize other than the normal, scheduled cleanings. Housekeeping will be focusing extra attention on elevators, as well Carolina Village recommends that residents sanitize their homes **THOROUGHLY** after any visitor. We also encourage all community members to



remain vigilant and adhere to best practices, such as frequent hand-washing, using elbows to press elevator buttons, not sharing enclosed spaces with others outside of one's own household, etc.

- Village guest rooms will not receive housekeeping services during the guests' stay. Each room will be thoroughly cleaned, sanitized, and quarantined for 24 hours after the guests' departure. Due to the limited availability and necessary precautions, please be patient when scheduling guest rooms.
- Guest room pricing will be \$125 per night per room. The guest cottage is not yet available for use. Contact Cassandra Westbrook in the Business Office at 828-233-0605 or ext. 1205 to reserve a guest room. In Cassandra's absence, Gaby Perez (ext. 1283) may assist with these requests.
- Should a case of COVID-19 be identified on campus, visitations will be canceled immediately and possibly without warning.
- Should a visitor experience any COVID-19 symptoms within 14 days of their visit, they or the resident they visited must inform ILS immediately.

#### **QUARANTINES:**

- As of March 30, quarantine periods for hospitalizations and overnight travel will no longer be required **if the affected resident has secured his/her second vaccine dose**. Please continue to use the Absence Notification Form to keep the Village abreast of any travel.
- Quarantine will still be required if a resident is showing symptoms of COVID-19 or has exposure to a COVID-positive individual. We will follow CDC guidelines when assessing quarantine needs. Address any questions about quarantine to ILS.

#### **BACK GATE:**

- The back gate will open **for exits only**.

### **April 5, 2021**

#### **EASTER OBSERVED:**

- The Village will observe Easter on Monday, April 5. The office and cashier window will be closed and the front desk will be open 8:00 a.m. - 2:00 p.m.
- April 5 will also be a short day for dining services. The last order will be taken at 1:30 p.m.
- USPS will operate on a normal schedule on both Good Friday and Easter Monday.

### **April 6, 2021**

#### **HOUSEKEEPING, MAINTENANCE, I.T., & CONTRACTORS:**

- Housekeeping, non-emergency maintenance, I.T., and contractor services will resume with proper precautions in place, including residents and staff/contractors wearing masks, maintaining 6 feet of distance, and frequent hand washing.



**April 12, 2021**

**ACTIVITIES & FITNESS AMENITIES:**

- Staff-led and resident-led activities will resume with limited capacities, in accordance with the Governor's guidance and Village room capacities. Some common spaces will remain closed. Outdoor venue capacities will be subject to any state limits that are in place at the time of the event. Watch the Hub for updates.
- Gym and pool amenities will operate on a first come, first served basis. There will NOT be a sign-up process for these amenities. However, we are asking residents to arrive at the top of an hour or at half-past and to limit machine use to 30 minutes, unless there are no residents waiting to use the equipment. It is up to the residents who are using or wishing to use the gym and pool facilities to manage capacity limits and appropriate and fair use of these spaces.
- The pool and the HydroWorx pool will be closed for maintenance every Tuesday and Thursday from 3:00 - 4:30 p.m. Please plan accordingly.
- The gyms and pool will re-open with limited capacities:
  - Main Street Gym – Limited to 4 people
  - Garden-Level Gym – Limited to 4 people
  - E-Wing Gym – Limited to 2 people
  - Pool – Limited to 4 people in pool, 5 on deck
    - **Residents may NOT swim alone.** Pool buddies may remain on the pool deck.
  - Locker Rooms – Limited to 2 people
  - NEW Cardio Room/Gym Annex (*see next bullet*) – Limited to 4 people
- To allow residents greater access to workout equipment while also adhering to social distancing and room capacity guidelines, the Line Dancing Room will become an additional workout space. It will house cardio machines, including a treadmill, 2 NuStep machines, and a virtual reality bike.
- Locker rooms will be available for use, including lockers, towels, benches, and showers. Residents must wipe down with the provided sanitizing wipes any equipment they use or touch.
- Residents must sign in at each gym/pool location. Sign-in sheets will be at each entrance.
- Residents should NOT come to activities more than 10 minutes prior to the scheduled start time in order to allow for turnover between events.
- If the limit capacity for your chosen gym/pool is currently at maximum, please return to your home or check another gym location. **Residents should NOT congregate while waiting for amenities.**
- To allow for the greatest amount of flexibility for residents, no equipment will be roped off despite many machines being closer than 6 feet apart. Residents may NOT use equipment that is right next to another machine that is in use by somebody with whom they do not share a household.
- **Masks are still required in Village spaces.** The only exception is for residents who are in the pool.
- Social distancing of at least 6 feet must be respected in gyms and pools, except by those who share a household.



- Residents must wipe down with the provided sanitizing wipes any equipment they use or touch in any gym, pool, or locker room, including any equipment, door handles, etc., before AND after use. Residents must also follow the cleaning checklist in each location.

#### ***VILLAGE TREASURES & ENDOWMENT SALES:***

- Village Treasures and Endowment Sales may re-open as of April 12, at the discretion of their resident leadership, with limited capacity and masks worn by all parties. Watch the Hub for more information.

### **April 19, 2021**

#### ***MAIN DINING ROOM, TO-GO, AND DELIVERED MEALS:***

- The Main Dining Room and take-out meal service will re-open with limited seating capacity. CV Door Dash, the mandatory and complimentary meal delivery service, will no longer be available. Delivery will be available for the applicable fee.
- To-go orders may be picked up at a new take-out location. **Instead of placing to-go orders and sitting to wait for them, residents will place to-go orders by calling ext. 1221 and scheduling their pick-up time.**
  - **Cottage residents will pick up their orders from a cubby system by the Main Street waterfall.**
  - **Apartment residents will pick up their orders from a cubby system near the To-Go window.**Orders will be boldly marked with the ordering resident's apartment or cottage number, for easy identification. No resident baskets will be allowed in the kitchen.
- Reusable melamine containers will return for a last-chance trial. **We have experienced thousands of dollars in losses during our first trial using these containers. If we experience similar losses during this period we will be forced to return to more cost-effective (i.e., not environmentally friendly) options, such as Styrofoam. We do NOT want to have to resort to this. PLEASE HELP US STAY GREEN BY RETURNING ALL MELAMINE CONTAINERS THE DAY AFTER YOU RECEIVE THEM AND HELPING YOUR NEIGHBORS DO THE SAME.**
- The Main Dining Room will be closed each day from 3:00 – 4:00 p.m., during which time staff will collect melamine containers.
  - Apartments should place rinsed melamine containers outside their door before 3:00.
  - Cottages should place a plastic bag containing rinsed melamine containers on their mailbox hook before 3:00.

Any containers placed outside after 3:00 p.m. will be collected the following day. Please do not bring these containers to the kitchen and do not place them in or near the take-out window and/or cubbies.



- Residents may sit with others, up to a limit of 4 per table.
- Masks must be worn in all Village common areas until further notice. Residents may remove masks when they are seated in the dining room only. Residents who wish to get up to speak to residents at other tables must wear a mask to do so; however, it is the responsibility of residents to remind fellow residents of this requirement since staff will be busy serving.
- See the latest Dietary newsletter, which is attached.

***LIBRARY:***

- CV Library will re-open with limited capacity and modified operations. Look for more information to come from the Library team.

**May 3, 2021**

***TRANSPORTATION:***

- Village bus service will resume at limited capacities per trip. See the attached revised schedule.
- Special pricing for personal transportation will end and normal pricing will resume.
- Contact Amy Maybin at 828-233-0630 to sign up for any bus trip. Due to limited capacities per trip, please be patient when scheduling bus trips and plan as early as possible.

***“DON’T BREAK A HIPAA”:***

**A NOTE ABOUT VACCINATION STATUS**

Please note that not every resident or staff member you encounter will have received the vaccine, due to personal choice and/or medical reasons. **We will NOT limit access to dining, activities, or inclusion in any other Village activity to only those who have received a vaccine. To do so would be a violation of HIPAA, which protects resident and employee personal and health information. More importantly, it goes against the Village’s mission of providing “community participation” and inclusion.** Village staff will never share vaccination status of residents or staff with others, unless the inquiring individual is listed on the resident’s Personal Health Information sheet as an approved medical information contact.

As Sylvia Reed, R.N., Director of Resident Services, says, “Don’t break a HIPAA!”

Because even those who are vaccinated can carry COVID-19, we encourage residents and staff to protect themselves by continuing to practice recommended methods of prevention, including the 3 Ws.



## **MOVING FORWARD**

While we are happy to be looking forward, 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.** 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;**
- **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, health services you may need, etc.;
- **Stay abreast of campus updates** by tuning in to campus channel 56, monitoring the Hub's "Coronavirus Preparedness" module, and/or visiting [www.carolinavillage.com/news/coronavirus-preparedness](http://www.carolinavillage.com/news/coronavirus-preparedness). Encourage your family and friends to do the same.
- **Be prepared for any situation developments.**

Thank you for your ongoing cooperation. Please watch for situation updates as they occur.

## Bus Schedule

To sign up for transportation, call 828-233-0630 or ext. 1230.

Please arrive in the lobby 15 minutes prior to the departure time.

### Monday

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<b>9:45 a.m.</b>	Hendersonville Banks Blue Ridge Mall Main Street Hendersonville	<b>1:45 p.m.</b>	Fresh Market / Publix
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### Tuesday

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<b>9:30 a.m.</b>	Hendersonville Doctors	<b>1:30 p.m.</b>	Hendersonville Doctors Aldi CVS
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### Wednesday

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<b>9:45 a.m.</b>	Ingles Walmart Hendersonville Banks	<b>1:00 p.m.</b>	Fresh Market / Publix Main Street Hendersonville
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### Thursday

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<b>9:30 a.m.</b>	Hendersonville Doctors	<b>1:30 p.m.</b>	Hendersonville Doctors Aldi CVS
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### Friday

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<b>9:45 a.m.</b>	Blue Ridge Mall Hendersonville Doctors Walmart	<b>1:00 p.m.</b>	Ingles
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Updated 03/23/2021

# here's THE DISH



NEWS & UPDATES *from* OUR DIETARY DEPARTMENT

## HOW LOW (SODIUM) CAN YOU GO?

We are using lower sodium broths and decreasing salt in recipes. Please note that you may need to add a bit of salt to your food, which you now can control easier.

## HOW *the* COOKIE CRUMBLES

You asked:

"Why didn't I receive the cookie or ice cream that was mentioned when I placed my order?"

We answered:

The kitchen starts every day with a set number of cookies, including that day's special variety. The number of cookie orders determines whether we have to use our other varieties. The same is true when we offer assorted ice cream flavors.

## FEELIN' SAUCY (OR NOT)

Several menu items can be ordered plain. Options include no sauce, sauce on the side, and without seasoning. Ask for your options when placing your order.



## SECOND CHANCE *for* PAPER BAGS

Remember to drop off your clean bags in the Main Street mail room and the E-Wing foyer. Local ministries are re-using these bags.



## DELIVERY TIME WINDOW

There is a 30-minute delivery window for meals, even for 6:00 p.m. delivery.

## DELIVERY QUESTIONS

Call ext. 1221 with questions about your order or to report errors. A staff member checks messages until 30 minutes after the last delivery is made. Let us know the problem as soon as possible so that we can resolve it.



Remember, the last order is taken at 5:00 p.m., Monday through Saturday, and 1:30 p.m. on Sunday.



## EASTER MEAL

Our holiday meal will include a salad, entree, two sides, roll, dessert, and a beverage, all for \$20 per person.

Read all about Easter dining plans on the next page. >>



## LENT

We will offer several fish options during the Lenten season, both on the quarterly menu and as weekly specials.

## PASSOVER

During Passover week, matzo balls will be available as a substitution for farro in the soup. Simply request matzo balls when placing your order.



## EASTER MEAL DELIVERY

- The Main Dining Room will **NOT** be open Easter Sunday. You may order Easter meals for delivery to your door by calling the CV Door Dash line that day.
- No reservations will be taken for Easter, since it will be a delivered meal.
- Delivery times will be 7:00 a.m. until 9:45 a.m. for breakfast and 11:00 a.m. until 2:00 p.m. for the main meal.
- Recyclable, microwaveable containers will be used for Easter meals.
- Easter Monday, April 5, will also be a short day for dining services. The last order will be taken at 1:30 p.m.

## EASTER MENU

### Salads

- Strawberry Goat Cheese & Almond Salad served with Lemon Vinaigrette
- Fresh Fruit Salad
- Caesar Salad

### Entrees

- Smoked Prime Rib served with Au Jus & Horseradish Cream Sauce
- Dijon Crusted Salmon served with Mango Salsa
- Roasted Leg of Lamb served with Mint Demi-Glace & Mint Jelly

### Seasonal Sides

- Baked Potato
- Grilled Seasonal Vegetables
- Asparagus with Hollandaise Sauce
- Sautéed Broccolini with Lemon & Garlic
- Green Bean Casserole
- Sweet Potato
- Rolls or Muffins

### Desserts

- Fresh Berry Shortcake
- NSA Raspberry Cheesecake



## SALAD SIDES

### You asked:

"Why can't I order more than one type of salad as the included sides with my entree?"

### We answered:

Unfortunately, our system does not allow for ordering two side salads, no matter the variety combination (special, caesar, or tossed). However, you can now order fresh cut fruit or soup, plus your choice of side salad, giving you more side options.



## NEW TO-GO PROCESS

As of April 19, residents will place to-go orders by calling ext. 1221 and scheduling their pick-up time:

Cottage residents will pick up their orders from a cubby system by the Main Street waterfall.

Apartment residents will pick up their orders from a cubby system near the To-Go window.

Orders will be boldly marked with the cottage or apartment number.



Thank you for your continued support.

**Maria Rich, RD**  
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