



Coronavirus Preparedness

Dated March 9, 2020

As a health care provider, Carolina Village is working diligently to be as prepared as possible for coronavirus/COVID-19. ***To be clear, at this time we have no documented cases on campus or in the surrounding area.*** However, the Centers for Disease Control (CDC) has recommended that all Americans prepare for the possibility of widespread COVID-19 in the United States. This virus is particularly dangerous to the senior population and to those with suppressed immune response. We are prepared for the possible spread to our local area. Below you will find the answers to questions you may have about our preparation efforts.

What is Carolina Village doing to prepare for a possible coronavirus outbreak?

We are following national and international developments closely, and following the recommendations set forth by the CDC and the North Carolina Department of Health and Human Services (NCDHHS) for COVID-19 response protocol. Our staff includes two R.N.s who are registered Infection Control Specialists. They, along with other leaders, are following the developments closely and implementing best practices accordingly.

Our health care staff is specially trained for infectious outbreaks, including coronavirus. At this time, we are increasing those trainings so that we are as prepared as possible should the time come that the Village is directly affected. Carolina Village holds regular multidisciplinary team meetings to ensure that our entire team is aware of the latest developments and recommendations regarding this rapidly evolving situation.

Staff across campus, including Dietary, Housekeeping, and Health Care, is proactively disinfecting common areas and shared surfaces with disinfectants that specifically target COVID-19 and other highly contagious viruses.

Additionally, we keep food and other emergency rations on hand for any emergency situation. Our food supply chain has not been disrupted due to coronavirus, but we are prepared in the event that we become affected in that way.

Is Carolina Village restricting visitation and/or large groups at this point?

We are relying on the good sense and goodwill of our residents, staff, and their visitors to not place the entire community at risk. If your visitor expresses feeling unwell or shows signs of sickness, please direct them to leave campus and inform Independent Living Support (ILS) or the Director of Nursing of the situation.

We are also relying on the sound judgment of residents and staff in terms of gatherings involving large groups of people. We reserve the right to cancel any event for the sake of the collective health of the community.



What is the process for residents, staff, and visitors who have recently traveled to an affected area?

We have enacted a mandatory notification from residents, staff, and visitors if they have traveled to affected areas, as identified by the CDC and NCDHHS, within the previous 14 days. Affected areas currently include parts of Asia, Iran, Italy, Washington state, and other areas. The complete list can be [found here](#) (See note 1 under “Additional Resources” on page 4). The list will likely be updated in the coming days and weeks, so we encourage you to remain aware of your own personal risk level and inform us accordingly.

- **Residents in Independent Living** should inform Sylvia Reed, Director of Resident Services. **Residents in the Care or Medical Centers** should inform Kelli Russell, Director of Nursing, or Alex Tucker, Healthcare Administrator. These residents, if their travel has involved specific locations, will be placed on an automatic two-week quarantine in their home followed by a health assessment by a Carolina Village health care provider.
- **Staff** should inform their Department Head. These individuals, if their travel has involved specific locations, will be placed on an automatic two-week quarantine outside of the Carolina Village campus followed by a health assessment by a health care provider. **Staff members should stay home if they are sick, whether or not coronavirus is suspected.**
- **ALL visitors to the Care or Medical Centers** are required to complete the sign-in log that is located at each of the buildings’ entrances. This screening process meets guidelines established by the Centers for Medicare and Medicaid Services (CMS), to ensure the safety of seniors in communities such as ours. If an individual answers “yes” to ANY of the screening questions, he or she should **IMMEDIATELY** remove themselves from campus and seek medical attention from their health care provider. Before returning to campus, they should contact our Director of Nursing at 233-0618.

Does Carolina Village have adequate medical equipment?

The availability of personal protective equipment, including masks, respirators, and hand sanitizer, is a concern across the nation. Carolina Village is actively managing our medical equipment, ensuring that we have what we need, when we need it. We continue to order through our distributors to ensure adequate supplies and have not encountered any supply chain problems as of this time.

To that end, the CDC recommendation is that individuals NOT hoard items such as a face masks, which causes a shortage internationally. Additionally, face masks’ primary purpose is to contain droplets from sick individuals. These masks are much less effective at keeping healthy individuals from becoming sick.



What do I do if I'm a resident or staff member and not feeling well?

If you are a resident, call ILS immediately at 233-0625. If you have visited an affected area or believe you may have symptoms of coronavirus (see below), tell ILS **IMMEDIATELY**, before they enter your home. They will assess the situation and determine the best course of action for you.

If you are a staff member, inform your Department Head or supervisor. If you have visited an affected area or believe you may have symptoms of coronavirus, tell them **IMMEDIATELY**. They will work with the Director of Nursing to determine the best course of action for you.

What are the symptoms of coronavirus?

Symptoms include mild to severe respiratory illness with fever, cough, sore throat, and shortness of breath. Symptoms usually appear 2-14 days after exposure. Symptom management of COVID-19 is available. Please note that 80% of the cases are considered mild.

What happens if coronavirus is identified at Carolina Village?

Any case of coronavirus symptoms at Carolina Village will be actively managed quickly in order to prevent the spread of the virus. We will identify the symptoms and level of exposure, isolate the individual, and if coronavirus is suspected, inform local and state health authorities.

Is coronavirus the primary health threat at present?

While coronavirus is top-of-mind for all of us, it is important to remember that Carolina Village's health care staff is highly skilled at reducing the threat of widespread outbreaks of infectious diseases, such as flu. We are taking the threat very seriously, and adding recommended precautions to our policies and standard operating procedures.

Can I get tested for coronavirus at Carolina Village?

No; all testing for coronavirus is coordinated through the North Carolina Division of Public Health's Communicable Disease Branch. This state lab uses a CDC-developed test kit, which is not available to local health care providers. However, local providers will advise on which screening criteria will rule out other potential illnesses, such as the flu, strep, or mononucleosis.

The health and well-being of our residents and employees has always been our top priority. During this time of uncertainty, we want you to be certain of that. Rest assured that we are taking every reasonable precaution to ensure that our campus is prepared for an infectious outbreak, including coronavirus.



That said, we ask for your cooperation and patience during this time, as well. While it may be inconvenient to be quarantined, for example, it is the best possible option for the entire community. We are committed to delivering best-practice care for all members of our community.

Thank you.

ADDITIONAL RESOURCES

- ¹ <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- [NCDHHS Coronavirus Disease 2019 \(COVID-19\) Response in North Carolina](#)
- [CDC Information on Coronavirus Disease 2019](#)
- [World Health Organization Coronavirus Disease Outbreak](#)