



Coronavirus Contingency Plan: **STEP 2 IN EFFECT**

AS OF MONDAY, MARCH 30 AT 5:00 P.M.

Because of the spread of COVID-19 in our surrounding areas and because of similar mandates from the national, state, and local governments, **we will implement Step 2 of our Coronavirus Contingency Plan at 5:00 p.m. on Monday, March 30, 2020.** To be clear, there are NO cases at Carolina Village at this time, but we are being proactive in our response and adhering to government edicts.

Step 2, Carolina Village's version of a "STAY HOME, STAY SAFE" ordinance, is just that – a mandate to STAY IN YOUR HOME in order to STAY HEALTHY. **You should not leave your home except for ESSENTIAL reasons, which includes securing food, necessary medical treatment, and other life-saving measures.**

Please be prepared for Step 2 and what this step means for you. In addition to protocols already in place, these additional protocols will be in effect on campus:

DIETARY

- **The dining room and Bistro will be closed to all traffic as of 5:00 p.m. on March 30.**
 - The last seating will be at 4:30 p.m.
 - The To-Go window and delivery will close at 4:00 p.m.
- There will be no breakfast served March 31 until further notice. Please plan accordingly.
- **Daily meal delivery or pick-up will be initiated as follows:**
 - For **Apartments**, meals will be delivered to each door. Each day by 3:00 p.m. we will place the bagged meals 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 everybody's meals.
 - For **Cottages**, a drive through pick-up system will be implemented under the awning at the front entrance.
 - **Pick-up times are assigned for each cottage cluster:**
 - Garden Noon – 12:30 p.m.
 - Meadows 12:30 p.m. – 1:00 p.m.
 - Woods 1:00 p.m. – 1:30 p.m.
 - Clear Creek 1:30 p.m. – 2:00 p.m.
 - **Do NOT arrive outside of your pick-up time.** We will be managing deliveries for 135 cottages and we NEED you to cooperate in order to make it work.



- **We encourage clusters to designate 1 person to pick up all the meals** for everybody in that cottage cluster each day. This person is responsible for delivering the meals to the doorsteps of the cluster, ringing doorbells, and leaving. Practice social distancing!
- **Stay in your car; we will bring the meals to you.** This will keep the line moving smoothly and avoid traffic backing up.
- **Each resident will be provided two meals each day while under Step 2.**
 - Both meals will be provided **at the same time**. You should expect one delivery per day.
 - Meals will consist of an entrée and 2 side dishes.
 - Residents will also receive bread and a dessert.
 - Every other day, each resident will receive an additional care package that will include a beverage and a snack.
- **Residents will NOT have a choice about meals.** We will be providing one option for all residents. We will do our very best to address dietary restrictions, such as life-threatening allergies, etc. However, if you have a dietary restriction or lifestyle (vegan, vegetarian, etc.), you **NEED** to be prepared for Step 2; you should have in your home a generous supply of foods you can eat. Residents may not opt out of receiving these meals. We will provide an overview slip in each delivery of the foods that are included.
- **Meals may arrive in green melamine containers OR Styrofoam containers.**
 - The melamine containers are recyclable. Do **NOT** throw them away.
 - **Immediately transfer the food to your own re-heatable containers.**
 - **Then, rinse the melamine containers and place them outside your door for pick-up.** The containers will be picked up **soon after delivery**, sanitized, and re-used (to avoid a Styrofoam avalanche).
- **Each meal will need to be reheated.**
 - **Do NOT place Styrofoam or melamine in the oven or microwave!**
 - Reheat to your liking in your own re-heatable containers.
- **Every resident will be charged a standard meal charge while under this plan, with no exceptions.**
 - Each resident, without exception, will be charged \$15.22 per day while we are operating under Step 2. Again, this will include **TWO** meals each day and an every-other-day snack package.
 - When we introduced the Half Meal Plan, we clearly stated that we would continue to monitor the feasibility of the plan. Given the situation that we are all in – a global pandemic the likes of which we have not experienced ever before – it is not feasible for us to offer the Half Meal Plan while ensuring the safety and health of every Village resident. The logistics of delivering meals to every single resident will tap any resource that could have previously delineated between residents on the Half Meal Plan or the Full Meal Plan. Thank you for understanding.
 - The Half Meal Plan will return to those who had it when the necessity for Step 2 has passed.
- **This Step 2 dietary plan can be adjusted at any time**, at the discretion of Administration.



We will need your patience and understanding more than ever for the duration of Step 2. The first couple of days of this system will be a learning curve for us for two reasons.

- First, we have never before implemented this sort of logistical response, which includes daily delivery to **every single unit simultaneously**. We have a plan, and we will be working through it as efficiently as possible. **Your preferred foods and meal times likely will not be met, but this plan is nothing short of an emergency response in order to save lives.**
- Second, as of the printing of this document we are still operating under normal operations. This means that we are making our normal meal preparations for the next couple of days. Therefore, for the first couple of days of this plan, you may not receive the same meal as your neighbor. In fact, you may not receive the same meal as your spouse. **Please be patient and understand that this is requiring a drastic change in operations.** Any gear that stops and reverses direction needs an adjustment period.

PHARMACY/MARKET: Sona Pharmacy & Market will be closed to all foot traffic. Call Sona at 233-0848 to order items (medications and supplies) for delivery to your door.

FRONT DESK: **The front desk and cashier window will be closed.** Questions will be handled through phone calls only. To reach the front desk, call 692-6275 or ext. 1201. Knocks on the windows or doors will not be answered, as we will have all staff working on the logistics of this system and answering phone calls.

Carolina Village bills will be delivered to your door. To make a payment on your Carolina Village bill:

- **Apartment residents** are to call Gaby Perez, Cashier, at ext. 1283. She will schedule a time to **PICK UP** your payment at your door. She will leave a receipt at your door when she has picked it up.
- **Cottage residents** are to drop payments in a locked box under the front entrance awning. More details will follow.

MAIL DELIVERY: We will deliver USPS mail and packages to your door Monday through Friday. You should not be in the mail rooms during Step 2. We will drop the mail in a bag at your door, knock/ring the doorbell, and move on to the next delivery in order to practice social distancing. This is not rudeness; it's a life-saving measure.

Outgoing mail will be picked up from that same bag at the time of mail delivery. If postage is not on the item, we will mail it and charge postage to your account.

HOUSEKEEPING & WORK ORDERS: Housekeeping in apartments and cottages will be further modified. Housekeeping will be focused on disinfecting common areas frequently and thoroughly.

Maintenance and I.T. will focus on EMERGENCY work orders ONLY, in units that are not under quarantine.



LAUNDRY ROOMS: Laundry rooms will still be open, but residents are not permitted to wait for laundry in the common rooms. Start your load and return to your home. Check back when your load should be ready. Disinfect the handles of the machines before using them.

MEDICAL/NURSING SERVICES:

- Blood draws, by doctor's orders only, **must be pre-scheduled** with Melissa Rodriguez at 233-0613.
- Non-essential ILS services, such as routine blood pressure checks, are not available during Step 2.

RING CHECKING: Ring checkers are still welcome to check on neighbors using the ring system, but will not need to deliver menus. Residents should address any concerns to ILS at 233-0625.

COMMUNICATIONS: We will enact a daily communication to all residents through cable channel 56 (if you can access it) and on the Hub ("Coronavirus Response" module) at approximately 3:00 p.m. Our goal is to keep everybody informed with transparency.

ACTIVITIES: **There will be no group activities on campus.** Residents are welcome to go outside and walk on campus grounds **IF 6' OF SOCIAL DISTANCING IS MAINTAINED.** Residents should NOT congregate inside or outside. Common areas, including the pool and workout areas, will be closed for the safety of the community. Please adhere to this process, even if you see others in common areas.

The Hub has been stocked with a variety of entertainment options in the "Games & Entertainment" module. If you do not access the Hub, you can request an Activity Care Package (including items such as crossword puzzles, word searches, and adult coloring books) or a Kindle Fire tablet from Jessica Wright at 233-0659.

The library will be closed. You can use the Hub to find books and request them from Jessica Wright at 233-0659. This service may change at any time, depending on the overall priorities of the Village.

Community newspapers will no longer be available. The paper will still be delivered to your door if you currently receive it, but that is subject to change.

We understand that these restrictions are not fun, but here are some activities that you can still do at home:

- Call a friend (or 2 or 3) every day
- Read a book you'd never normally read
- Do a puzzle (at home, not in common areas)
- Write your memoir, poems, recipes
- Write a letter to your younger self or to today's youth; what advice would you give?
- Organize family photos
- Sing
- Practice your card shuffling
- Clean out your junk drawer
- Bake cookies



- Knit, crochet, or sew
- Interview your grandchildren by phone
- Make a list of things you're grateful for
- Watch a new show on TV, something you'd never normally watch
- Make a list of things you can't wait to do after COVID-19
- Make greeting cards from scratch
- Try origami using a scrap piece of paper
- Tie a slipknot
- Make a necklace from items lying around
- Make books of your favorite family recipes for your grandchildren
- Write down your favorite thing about every resident on your hall and leave it in your mail to be delivered to the person

IT REMAINS IMPERATIVE THAT YOU CONTINUE TO:

- **Inform us IMMEDIATELY if you are feeling unwell** or show signs of respiratory sickness by calling ILS;
- **Practice routine and vigorous hand-washing and social distancing (at least 6' between people);**
- **Inform us of ANY overnight travel.** Use the Absence Notification Form on the Hub or call ILS;
- **Report any concerns to ILS** at 233-0625;
- **Have additional essential items on hand.** Essential items include food, medication, clothing, hygiene items, etc. You can continue to place orders for Pisgah Essential Products at 233-0658.
- **SAFELY communicate** with neighbors, family, and friends using telephone, email, social media, etc.
- **Stay abreast of campus updates** by monitoring the Hub ("Coronavirus Response") and www.carolinavillage.com/news/coronavirus-preparedness.
- **Be prepared for next steps**, whenever they might occur.

Please understand that any state or national mandates will take precedence and that we may need to add protocols as the situation evolves. We need your ongoing cooperation for the best possible outcome for the entire Carolina Village community!

Thank you.