



Coronavirus Response: **RESIDENT & CAMPUS AFFECTED**

Dear Carolina Village Residents and Staff,

It is with a heavy heart and deep sadness that I report that Carolina Village has been directly touched by COVID-19. Please read the following information thoroughly.

Late in the afternoon of Thursday, April 2, we received notification that a Village resident tested positive for COVID-19. This resident, whose name shall not be released in order to protect the family's privacy, resided in our Medical Center for a short period of time. The timeline of events leading up to this diagnosis were:

- **Saturday, March 21:** The resident was sent from their Independent Living unit to a local hospital for pneumonia. I have been told that while in the hospital the resident was on the same hall as a COVID-19 positive patient. The resident's spouse was unable to visit due to the hospital's visitation restrictions.
- **Wednesday, March 25:** This resident was admitted to our Medical Center, onto a hall specifically designated for the isolation of any new admission, all of whom are monitored for COVID-19 symptoms for the first 14 days. At that time, our Medical Director and other physicians felt that the resident's condition was specific to the pneumonia diagnosis. The resident was seen daily by a MD, NP, and/or PA to monitor the resident's condition. The spouse was not permitted to see the resident due to our visitation restriction.
- **Wednesday, April 1:** Due to an acute change in condition, Village medical staff sent the resident back to the hospital, where they tested for COVID-19.
- **Thursday, April 2:** The positive test result was returned late in the afternoon. The resident continued to decline in condition.

Our team went into immediate action working with Henderson County Public Health, our Medical Director, and the resident's personal physician. We have contacted all employees who came into contact with the resident, all of whom are now closely monitoring their condition for the 14-day incubation period. Started immediately, ALL staff in the healthcare area will be wearing PPE masks. We continue our strict visitor restriction policy, staff and resident monitoring, as well as universal precautions.

The spouse was permitted to see the patient due to a continued decline in condition. It saddens me greatly to inform you that the resident passed away last night at the hospital. Our hearts go out to the family and friends during this difficult time.

To ensure the safety of all our residents and staff, the spouse and family have been provided a space off campus to be in quarantine for the next 14 days, with the understanding that they cannot come back onto campus until this quarantine period has ended with them showing no signs of COVID-19. We will continue to monitor the situation on a daily basis with them.



I want to ensure you that we do not have reason to believe that anyone in the Independent Living area has been exposed as a result of this situation. We are continuing with protocols already in place with our contingency plan, and we will be reviewing them to see if we can do anything more stringently. We will continue to keep you abreast of any updates or changes. Should you receive questions from the media, please direct them to me.

Please understand that while we usually honor residents who have passed with a single red rose in a communal area, we will instead honor this resident in our own, personal ways. We will honor this person by staying away from communal areas right now, for the greater community. We will honor this person by telling those close to us what they mean to us with a pen and paper or an email instead of a hug. We will honor this person by understanding just how precious life is, in our tight-knit community and beyond.

Thank you for your continued support and please pray for the safety of all our residents, staff, board members, and family members.

Kevin Parries
Executive Director

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); (Remember, if you don't live with them, you should not be with them!)
- 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.