



## **Coronavirus Contingency Plan: What Will Happen **\*\*IF\*\*** the Virus Approaches Our Community**

As we communicated on March 9, 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 Henderson County. However, at this time we are communicating to you what you should expect on campus in the event that coronavirus is confirmed in any of the counties surrounding Carolina Village. This immediate surrounding area includes the counties of Henderson, Polk, Buncombe, Transylvania, Rutherford, and/or Greenville.* Please read this document thoroughly to understand our coronavirus contingency plan.

***We are NOT enacting this contingency plan at this time, but are prepared to do so at any time should the circumstances warrant it.***

We are still operating under a mandatory notification from residents, employees, and visitors who have traveled within the previous 14 days. Leadership will continue to address these situations on a case-by-case basis.

It is important to remember that this virus is particularly dangerous to those over age 65, which includes our residents. For this reason, we are taking every precaution to avoid the virus arriving on our campus.

### **Step 1: **\*\*IF\*\*** CORONAVIRUS IS IDENTIFIED IN THE IMMEDIATE SURROUNDING AREA**

In the event that a case is identified in the surrounding area (defined above), the campus will go on into self-quarantine mode. For residents, staff, and visitors this will mean a number of logistical changes, including:

- The campus will become single-entry. The Clear Creek Road gate will be closed and locked until the threat has passed. All vehicles approaching campus will have to do so through the front entrance, off of Four Seasons Boulevard.
  - We will inform local authorities, including police, fire, and rescue, of this change so that they can plan response routes accordingly.
- ALL people arriving on campus will be required to complete a screening process at each time of entry. This process will include a series of CDC-recommended questions regarding the individual's health and risk factors, as well as a mandatory temperature check.



- The Medical Center and Care Center will be placed on lockdown, meaning that only essential personnel will be allowed into the buildings. **No** visitation will be permitted, including from Independent Living residents, family, et cetera. In the event that a family member wishes to visit a resident who is receiving *immediate* end-of-life care, the Healthcare Administrator and Executive Director will address the individual situation. Otherwise, there will be no exceptions.
- No children (age 15 or younger) will be allowed on campus. An off-site daycare option will be provided for employees who require child care.
- The salad bar option in the Main Dining Room will be discontinued until further notice.
- The Main Dining Room will continue to operate, but service may be modified.
- The bus schedule will be stopped. Transportation will be provided **ONLY** to essential medical appointments, determined on an individual basis. Residents will need to discuss non-essential (i.e., check-up) and elective medical appointments with Sylvia Reed, Director of Resident Services, or Cora Plemmons in ILS.
- The front desk will be closed. Questions will be handled through phone calls only. In this event, you can call 692-6275 or ext. 1201.
- Routine housekeeping in apartments and cottages will be limited. Housekeeping will be focused on disinfecting common areas frequently and thoroughly.
- All upcoming guest room accommodations will be canceled and refunds issued.

## Step 2: **\*\*IF\*\* CORONAVIRUS IS PRESUMED AT CAROLINA VILLAGE**

In the event that the virus is suspected Carolina Village through the screening processes, steps will be taken in addition to those listed above. ***To be clear, there are NO cases in Henderson County at this time and we are not yet enacting these steps.*** However, this is what you should expect *if* the virus is suspected on our campus:

- If the suspected case involves a ***cottage resident***, he or she will be required to be quarantined in his or her cottage for at least 14 days. Meal delivery charges will, of course, be waived.
- If the suspected case involves an ***apartment resident***, he or she will be required to be quarantined in the safest possible location for at least 14 days so as to avoid contact with other, high-risk individuals on campus. Meal and other services will be provided at no additional charge to the resident.



- In this event, quarantine procedure will also include any other person sharing living quarters with the affected person, including a spouse and/or roommate.
- We will cancel all functions and activities that include groups of people.
- The Main Dining Room will be closed and alternative meal options will be provided. Should this happen, we ask for your understanding as we provide daily meals to you in the safest way possible.
- We will inform local and state public health officials.
- We will enact a communication to all residents through cable channel 56 each day at approximately 9:00 a.m. and 3:00 p.m. We understand that a quarantine can be a frightening and overwhelming scenario; our goal is to keep everybody informed with transparency. If you are not currently receiving channel 56, contact the I.T. department at 233-0781.

#### WHAT YOU CAN DO NOW TO PREPARE

- **Inform us IMMEDIATELY if you are feeling unwell or show signs of respiratory sickness.**
  - Residents in Independent Living should call ILS at 233-0625.
  - Residents in the Medical Center or Care Center should inform a nurse.
  - Employees should inform their Department Head and STAY HOME.
- **Inform your family members NOW of these contingency plan expectations.** Our goal is to keep all concerned individuals informed. Family members can stay abreast of updates on our website at [www.carolinavillage.com/news/coronavirus-preparedness](http://www.carolinavillage.com/news/coronavirus-preparedness). We will post updates there as they become available.
- **Be prepared in terms of personal items.** While we do not recommend that you hoard items, we do recommend that you be prepared with personal items, including over-the-counter medications, non-perishable food items, and other items that you may need in the short term.
- **Complete an Absence Notification Form** if you choose to leave Carolina Village for short-term (other than day trips) or long-term travel. This form can be found on The Hub, under “Forms,” or at the front desk. This serves a number of purposes, not the least of which is to account for all members of our community in the event of an emergency. The form now asks your travel locations, including any travel hubs (such as airports) and travel stops. This allows us to assess your risk level upon your return to campus, so please be thorough and transparent.



## CONCLUSION

We are following national and international developments closely, and following the recommendations set forth by the CDC, the North Carolina Department of Health and Human Services, and the Centers for Medicare and Medicaid Services in determining our response protocol.

**This is a serious public health concern. Rest assured that every action that we may take is designed to reduce the spread of the virus and to protect every member of our community.**

We continue to ask for your cooperation and patience during this time. While we certainly understand the inconvenience of a quarantine, our goal is the continued good health of all members of our community. Please watch for situation updates as they occur.

Thank you.