



## Coronavirus Response: Anticipated Plan & Schedule for Campus Re-Openings

As Carolina Village's phased-in approach to re-opening continues, we are keeping a close eye on situation developments. **All plans are subject to change, depending on developments at the local, state, and national level.** However, our plan for re-opening more services is outlined below.

We encourage residents to listen to Kevin's coronavirus update videos, which are on the Hub, for the latest information. Any modifications to the video schedule, such as 3 times per week instead of daily, will be communicated there. Video updates will continue, as needed, throughout the re-opening process.

### CURRENT RE-OPENINGS

- As we communicated last week, the **Beauty Shop** is now open to Independent Living residents by appointment only. (To make an appointment, call 693-8844. There is no answering machine, so call back at a later time if there is no answer.) Masks must be worn and social distancing of at least 6 feet between people must be respected. Beauty Shop management is enforcing safety measures.
- **Housekeeping** for Independent Living residents will resume Monday, June 1 with safety precautions. Housekeeping staff will wear face masks, face shields, and gloves. Residents **MUST** stay 6 feet from others **AND** wear a mask, whether they stay in their home or leave during cleanings. Call David Auxier (Ext. 1227) or Barbara Middleton (Ext. 1209) if you do not wish to have Housekeeping at this time.
- **Outpatient therapy** continues to accept appointments. Call 828-233-0783 to make an appointment.

### FUTURE RE-OPENINGS

#### Early June

- **Contractors** will be allowed on campus to work in unoccupied residences and common areas. They will be subject to the screening process at the front entrance and must wear face masks.
- **Private duty nurses** will be allowed on campus on a case-by-case basis, as coordinated with ILS.
- **Front desk & cashier** – We have ordered safety shields for these busy, communal locations. These services, therefore, will open when the shields are installed. Stay tuned for updates.

#### Mid- to Late June

- **Contractors** will be allowed on campus to work in occupied residences. They will be subject to the screening process at the front entrance and must wear face masks. Residents will, of course, be notified prior to work commencing in their homes. Just as with housekeeping, a resident who stays in the home during work **MUST** stay 6 feet from the contractors **AND** wear a mask.



### **Early July (TENTATIVE)**

- If the number of COVID-19 cases has not spiked locally, we will begin opening campus amenities in early July. However, please note that **these services are at the discretion of administration and could be altered as necessary**. This includes:
  - **Sona Pharmacy** will re-open to foot traffic, with limited capacity and social distancing required.
    - **Pisgah Essential Services (PEP)** remains available to residents and staff until Sona re-opens. Our goal is to provide you with what you need, right here on campus.
  - **Visitors**, such as family and friends, may visit campus.
    - Visitors will be subject to mandatory screening at the front entrance.
    - Visitors will NOT be permitted in the dining room.
    - Visitors will NOT be permitted to stay overnight, either in guest rooms (still closed) OR in cottages/apartments.
  - **Common areas, including the pools**, will re-open with the stipulation that it is each person's responsibility to maintain social distancing of 6 feet.
  - **Group activities** will have limited capacity and social distancing will be required.
  - **Mail/package delivery** will resume at each resident's mailbox and pigeon hole. Mail will no longer be delivered to apartment doors. We encourage you to time your mail pick-up at less-busy times. Waiting for mail delivery as it's occurring is heavily discouraged.
  - **Dining services** will be different in many ways as we re-open the dining room, take-out, and delivery. Please watch for a future communication in the coming weeks regarding important changes to Dietary operations, menus, processes, and more.

### **Future Date (TO BE DETERMINED)**

- Until further notice, these services and amenities will **remain closed**:
  - Large gatherings, including birthday parties in the Dining Room and large family gatherings;
  - Private Dining Room;
  - AdventHealth clinic;
  - Massage therapy;
  - Bistro;
  - Back gate/Clear Creek entrance; We will continue the single-point entry until further notice.
  - Transportation, such as bus trips and non-essential personal trips; Transportation to essential medical appointments will continue, in consultation with ILS.

## **OUR NEW NORMAL**

It is important to note that as we re-open, it **will not be "business-as-usual."** In many ways, how we operated before COVID-19 is no longer what is best for our community. There will be numerous operational changes to protect everybody's health. Dietary operations, for example, will be different in a number of ways:

- **Seating capacity will be limited** to maintain social distancing. Large tables will not be available.
- **No reservations** will be accepted and it will be first come, first served.



- There will be **no salad bar until further notice**. Instead, salads will be pre-packaged (take-out) and prepared (in dining).
- **Dietary servers will wear face masks**. We understand that this potentially poses a communication barrier, so we ask for your patience and cooperation.

Please expect other operational changes, which we will communicate to you in a number of ways.

## QUARANTINE EXPECTATIONS

Residents should continue to inform the Village of any overnight travel before it occurs. We are asking for your cooperation with this NOT because we want to impede your travel, but because it is our joint responsibility to mitigate as much risk as possible for ALL community members. Therefore, in certain circumstances, outside travel will require resident quarantine.

### What will it mean to quarantine at Carolina Village as services begin to re-open?

- A quarantined resident will NOT be permitted to leave his or her home other than exercise in outside, open-air locations (while ensuring social distancing and wearing a mask) and for emergencies. A COVID-19-positive person can remain asymptomatic for up to 14 days, during which time he or she is very contagious. This is why a 14-day quarantine is necessary.
- Resident will NOT receive housekeeping services, non-essential maintenance, or in-person I.T. support.
- Meals, as the resident orders, will be delivered to the home for the standard \$2 delivery charge. This will be contactless delivery, meaning that the delivery person will leave the food at the door, ring the doorbell or knock, and leave immediately. Containers will be disposable.
- If the quarantined resident is in an apartment, it is his or her responsibility to coordinate contactless mail delivery. He or she can coordinate remotely (via telephone or email) with a neighbor and use the mail collection bag we provided. The resident is NOT to walk the halls for ANY reason or have in-person contact with other residents.

## FORESEEABLE FUTURE

For the foreseeable future, we will keep these practices in place:

- The Care Center and Medical Center will remain as they currently stand (ie., Step 2 of our Coronavirus Contingency Plan), until further notice. Visitors are NOT permitted and other restrictions remain.
- The managed single-point entrance screening process, including temperature checks, will remain in effect. This process is mandatory for EVERYBODY arriving on campus. Anyone can be restricted from entering campus if they do not comply with or pass the screening process. Residents should inform visitors of this requirement prior to any visitation.



- Those arriving on campus, including visitors, must be age 16+.
- Social distancing should be practiced by all members of our community for the foreseeable future. To this end, we are installing 6' wait marks at locations where lines routinely form, such as the cashier window and front desk. Please adhere to these markers and kindly inform others if they jump in line.
- We will actively manage any case of COVID-19 on campus, as we have communicated since day one. We will mitigate risk as much as possible to other community members, including moving the person to an off-campus location, as needed.
- We will continue to manage staff so as to mitigate risk, especially following any travel. They, too, are subject to 14-day quarantine periods.

## CONCLUSION

The Carolina Village Task Force is keeping a close eye on situation developments as we move forward. We will continue to communicate Village updates.

As the Village and other locations re-open, please remain vigilant for your health.

- Practice social distancing as much as possible, wear a face mask, and wash your hands often.
- Inform us IMMEDIATELY if you feel unwell, show signs of respiratory illness, or have other concerns by calling ILS at 828-233-0625;
- Inform us of ANY overnight travel. Use the Absence Notification Form on the Hub or call ILS;
- 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](http://www.carolinavillage.com/news/coronavirus-preparedness).

Thank you for your continued support. As always, please let us know if you need anything by calling 828-692-6275, ext. 1201.