



## Coronavirus Contingency Plan: NEW MANDATES IN EFFECT 3/24/2020

With the first cases of coronavirus *confirmed* in Henderson County (not on campus), we are increasing security measures to avoid spread to our campus. **We are still operating under Step 1 of our Coronavirus Contingency Plan and are adding the following measures, effective Tuesday, March 24, at 5:00 p.m.**

**We understand that these measures have the potential to affect you negatively. However, the overall safety of our residents and employees continues to be our priority. These actions are not taken lightly and are critical in reducing our community's exposure to the very dangerous virus.**

- **Mandatory Visitor Restriction.** We are MANDATING that every resident inform his/her family, friends, and other visitors of our visitor restriction. ***Visitors are disallowed from campus, until further notice.***
  - **If you have visitors on campus now, share with them this update.** They should leave campus before 5:00 p.m., Tuesday, March 24, and not return until further notice.
  - **If you have visitors scheduled to arrive March 24 or after,** inform them not to arrive on campus.
  - **If you have routine visitors for logistical assistance,** such as family members who assist with your laundry, inform them of this change. They may continue to drop off laundry AT THE ENTRY, without accessing campus. Security will deliver the items to you, after mandatory item quarantine in a secure location. Laundry must be quarantined for 24 hours. (This virus does not survive on soft surfaces, such as laundry, longer than 24 hours, according to the CDC.)
- **Essential Off-Campus Travel ONLY.** Unless you are going to an ESSENTIAL medical appointment or securing food and other essential supplies, you should stay on campus. Security and medical professionals will continue to monitor travel off campus. Again, we do not take this action lightly, given the independent nature of the Independent Living units.
  - **Residents should be ready to prove residency when entering campus.** Wearing your name badge on campus is more important than ever, as we will have volunteers from the Blue Ridge Community College nursing program at the entrance, and they will not recognize residents. Be patient with these volunteers, to whom we are very grateful.
  - **Employees should be ready to prove employment here, with their name badge.** Again, volunteers at the entrance will not recognize Village regulars. Please be patient and arrive on campus few extra minutes before your start time to avoid clocking in late.
- **Activities Limited to 10 People.** This is no longer a suggestion. We will cancel/dispel any activity that has more than 10 people at a time, OR if 6' of distance between people is not sustained, as recommended by the CDC. Activity sign-ups are on the Main Street bulletin board and are limited to the first 10 (including instructor/leader).



- **Housekeeping Modifications.** Housekeeping will adopt a modified schedule, from March 30 until further notice. They will adjust their cleaning to focus on SANITIZATION in units that are not under quarantine. They have not and will not enter units that are under quarantine.
- **Work Order Priorities.** Maintenance and I.T. will focus on EMERGENCY and HIGH-PRIORITY work orders, only in units that are not under quarantine.
- **Dining Options.** The dining room remains open to RESIDENTS ONLY. Take-out is available to RESIDENTS AND EMPLOYEES ONLY. Communities such as ours received a special dispensation from the governor in order to continue operating amidst the mandatory closure of all NC restaurant dining rooms. Any failure to comply with this exception could result in the closure of the dining room.
- **Beauty Shop Closure.** The beauty shop will be closed from Wednesday, March 25 until further notice.
- **Activity Care Packages & Tablets.** The Hub has been stocked with a HUGE variety of entertainment options in the “Games” module. If, however, you do not access the Hub, you can request an Activity Care Package or a Kindle Fire tablet from Jessica Wright at 233-0659.

#### 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;**
- **Distance yourself from others** as much as possible;
- **Inform us of ANY travel off campus**, using the Absence Notification Form on the Hub or by calling the front desk;
- **Report any concerns to ILS**, including requests for neighbor well-checks, rogue visitors, travel to affected areas, etc.;
- **SAFELY communicate** with neighbors (especially if they are quarantined!), family, and friends using telephone, email, social media, etc. Please do not risk your own health!
- **Have additional essential items on hand** in the event of a situation escalation. Essential items include food, medication, clothing, hygiene items, etc.
- **Get essential items delivered to your door** by using the new “Pisgah Essential Products,” Carolina Village’s “Amazon.com” equivalent. Contact Morgan Costner at 233-0658 with orders.
- **Stay abreast of campus updates** by monitoring the Hub (“Emergency Information >> Coronavirus Preparedness”) and [www.carolinavillage.com/news/coronavirus-preparedness](http://www.carolinavillage.com/news/coronavirus-preparedness). *Encourage your family and friends to do the same.*
- **Be prepared for next steps**, whenever they might occur.

Coronavirus is a VERY serious public health crisis. We need your ongoing cooperation for the best possible outcome for the entire Carolina Village community! Thank you.

**ILS PHONE NUMBER: 233-0625**