



Rappahannock Westminster-Canterbury

Stuart A. Bunting President & Chief Executive Officer

COVID-19 (Coronavirus Disease) Information Bulletin #4 Resident, Client, Family, and Visitor Guidance (March 15, 2020)

We continue to closely monitor the COVID-19 (Coronavirus Disease) information and guidance from the Center for Disease Control and Prevention (CDC) and the Virginia Department of Health (VDOH). We remain focused on our three-point approach (calm, prevent and prepare).

With the national and state declarations of emergency late last Friday and developing guidance and requirements from CDC, VDOH and the Centers for Medicare and Medicaid services (CMS), we will be taking additional steps to focus on prevention of virus transmission out of an abundance of caution and in the best interest of residents, clients and guests. The new guidelines will require adjustments in our normal operations and services and may require us to suspend or reschedule some routine operations in order to focus on prevention priorities. Thank you for your patience with these temporary measures as we seek to protect those most vulnerable.

- The Health Services areas (Assisted Living and Health Center) remain closed to visitation. Please avail yourself of telephone or virtual (Skype or FaceTime) visit experiences at this time.
- CMS has required that communal activities and dining in Health Services areas be discontinued, so we have adjusted our Health Services activity and dining services accordingly.
- The independent living residential area is now closed to outside visitation. Residents should contact family members and any anticipated visitors to reschedule campus visits after we advise that the Coronavirus threat has passed. Prospective visitors are strongly encouraged to make telephone or virtual visits (Skype or FaceTime) until the virus threat has passed.
- For extenuating circumstances such as end of life visitation, visitor screening in advance of their arrival on campus and entering the building is required. This must be coordinated and approved by the Resident Clinic or Health Services Administration. Please call for further instructions. In no case will those with current history or symptoms of influenza or respiratory illness symptoms (fever, cough, sore throat, shortness of breath, runny nose); those who have traveled to the CDC travel restricted areas and/or been in contact with those who may have traveled to those areas (presently China, Korea, Italy, Iran, and greater Europe); those who have been in contact with anyone in the community with Coronavirus; those who travel from areas where Coronavirus is reported be allowed to visit until we are notified that threat of virus transmission has passed.
- Independent living residents who do not feel well or become sick must CALL the Resident Clinic for screening and instructions. Do not come to the Resident Clinic if you are feeling bad unless instructed by the Clinic nurses. Refrain from visiting the main building or others until advised it is safe by the Clinic
- Independent residents are encouraged to follow CDC guidance to avoid large, close crowds and if in crowded areas, maintain 6 feet of social distancing to avoid transmission of any respiratory particles. All residents with compromised health histories are strongly advised to avoid large, close crowds and minimize public or community settings until the virus threat passes.
- RWC began screening staff members by temperature and for respiratory infection symptoms in accordance with new guidelines from CMS.
- Statewide, schools are closed for at least two weeks. This may require service adjustments as we work with our staff to enable them to balance work and the additional childcare arrangements necessary because of the school closure.

March 15, 2020

Resident Clinic 804.438.4025 (4025)



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- RWC has protocol for staff self-isolation if a staff member has traveled to areas with Coronavirus or if they have encountered anyone with Coronavirus. Absence of a staff member does not mean an infection has occurred. Please respect staff privacy.
- Many churches, government offices, physician offices, and other entities are closed or operating with different procedures or protocols. Retail business and stores are operating on modified schedule in many cases. Please call in advance of visiting.
- Where possible, try to conduct your business over the telephone or computer to avoid unnecessary travel and potential exposure to infection. Some businesses are offering order-ahead services enabling you to place an order on-line or by telephone and then drive by to pick up the order. This may enable you to avoid a crowded store.
- Group activities for residents outside of Health Services will be evaluated and may be adjusted to allow for social distancing to reduce the potential for any virus transmission.
- RWC has suspended large gatherings and events (e.g., marketing events and memorial services) and outside group functions (e.g. support group meetings, private functions, civic/social and bridge/game group meetings) until we are advised that the Coronavirus transmission threat has safely passed. Please stay tuned to RWCTV and email messages for announcements about changes.
- Community Wellness Program classes and activities are temporarily suspended until we are advised that the virus transmission threat has safely passed. We ask our Community and At Home clients to continue their exercises and activities in their homes until we are advised that the Coronavirus transmission threat has safely passed. RWC will advise when it is appropriate to resume on-campus participation.

We acknowledge that this presents a great inconvenience to many and may disrupt previously made plans; however, we believe this is in the best interest of the health of our valued residents, clients and community guests given what is known and not known about the Coronavirus at this time.

To stem the spread of the Coronavirus, it is essential to break the virus transmission pathways. This is crucial, and everyone has a part in this process. Please do everything you possibly can to help, as we try to do everything, we possibly can to keep all of our people safe and healthy.

As the weather permits, I encourage you to spend some time each day outside getting some fresh air and sunshine and experience Spring as it comes into bloom and blossom on campus. Take a walk, enjoy the blooming daffodils, read a book or magazine outside or by a window, begin some gardening, reengage a hobby or start a project you have been putting off, call a friend on the telephone, write a letter or send a card.

While it is important to stay informed, I encourage you not to constantly watch the media and social media coverage of the virus situation. It is important to remain calm to successfully prevent and prepare based on factual information and guidance.

Please remember to continue vigilant handwashing, practice respiratory etiquette (cover any cough or sneeze), maintain social distancing, avoid large groups or crowds, remain home if sick or not feeling well, and support the visit restrictions.

Thank you for your support as we undertake this challenge together. May God bless, strengthen and protect each of us and keep us all well and safe.

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