



Rappahannock Westminister-Canterbury

Stuart A. Bunting President & Chief Executive Officer

COVID-19 (Coronavirus Disease) Information Bulletin #5 Resident Guidance (March 17, 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).

New guidelines are published regularly which 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. The new guidance impacts dining services, housekeeping, fitness classes and group activities. Thank you for your patience with these temporary measures as we seek to protect those most vulnerable.

At this point I am not recapping all of the previous notices in order to focus on the changes we will be making and certain key reminders:

- **Changes: Dining Services**
 - The Lakeview Grille Dining Room and Lancaster Dining Room **will close** after lunch on Tuesday, March 17.
 - Meals for independent living residents will be available for pick-up/take-out in the Lakeview Grille during normal meal times (breakfast, lunch and dinner).
 - Please return any green containers you may have in your residence.
 - Re-usable containers will be used whenever possible to stretch our supply of Styrofoam alternatives. Please return the container when you return to pick up your next meal so we can clean, sanitize, and return to use. Styrofoam containers will be used when reusable containers are not available.
 - Please do not bring your own containers – this is to avoid any transmission risk.
 - Residents should plan to use their own silverware and napkins. These will not be available for take-out service.
- **Change: Residential (Independent Living) Housekeeping**
 - Regular weekly resident housekeeping will be discontinued after Tuesday, March 17, in order to focus our efforts on the Health Services areas, common areas and extra cleaning and sanitation processes.
 - Emergency housekeeping services will be available by arrangement with the Housekeeping Manager, Tonya Hill (4045).
- **Changes: Fitness Classes**
 - Group Fitness Classes will be suspended after the last class on Tuesday, March 17.
 - Residents may continue to use the equipment in the Fitness Center, the swimming pool, and may exercise individually and independently in the exercise classrooms.
 - Limited staff will be available during normal operating hours.



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- **Change: Group Activities**
 - Guidance indicates that close group activities should be discontinued as a method to prevent any potential virus transmission.
 - RWC activities of this nature will be temporarily suspended.
 - Residents are strongly advised to not engage in personal, close group activities (e.g., a table of bridge). If you must engage in a personal group activity, please maintain the recommended six (6) feet of social distancing to avoid transmission of any respiratory particles.
- **Very Important Reminder**
 - 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.
 - Do not visit the main building or others until advised it is safe by the Clinic. Meals will be delivered.
 - Services such as maintenance or housekeeping will not be provided in your residence while you are sick or until cleared by the Resident Clinic. This is important to protect the health and safety of our staff working in other areas and to prevent any potential transmission.
- **Important Reminders**
 - 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.
 - The independent living residential area (cottages, apartments, and free-standing homes) 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.
 - Independent residents are encouraged to follow CDC guidance to stay home! 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.
 - 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.
 - 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.



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- 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.

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.