



WILLIAMSBURG LANDING®

COVID-19 Operational Plan

Updated January 10, 2023

Subject to change

**All changes have been made in red.
This is a fluid plan and subject to change.**

Services

Phase 3

Visitors to Independent Living (access)	<p>Guests are permitted on campus. No limit to number of visitors for Independent Living households.</p> <p>Masks are optional for residents, guests and fully-vaccinated staff in Independent Living areas.</p> <p>For visitation to HRC/AL/MS, see appropriate section for details. Masks are required in HRC, Assisted Living and Memory Support.</p>
Library	<p>The library in the Landing Building is open 24/7. Masks are optional for residents and fully-vaccinated</p>
Board Committee Meetings	<p>In-person meetings. Masks are optional for residents and fully-vaccinated</p>
Chesapeake Bank	<p>Open with regular hours (9am - 1pm). Masks are optional for residents and fully-vaccinated</p>
Store Opening	<p>The Landing Store is open to residents and staff, masks are optional for residents and fully-vaccinated. Continuing to take orders via email and phone, (757) 565-6523. Deliveries on Tuesdays and Thursdays. Port of Call Store at Assisted Living remains open, masks are required.</p>
Beauty Salons	<p>Salon is open by appointment only, walk-ins welcome when available. To make an appointment call (757) 253-9686 or the Assisted Living Salon at (757) 258-2179. Independent Living residents may go to the Landing Building or Assisted Living salon. Proper cleaning and sanitation takes place after each client and high touch areas are cleaned often. New capes are used with each client. Masks are required for residents, guests and staff in all licensed areas of campus.</p>
Reception/Guest Rooms	<p>Open in the Landing Building. No restrictions.</p>

Activities

Phase 3

Classes/Group Activities	Reservations for events can be made using the K4 app/website or by calling the Activities Office (757) 564-1118. Masks are optional for residents and guests.
Outside Performers/ Speakers	Entertainment/guest speakers are scheduled on a regular basis. Entertainers and Performers going to AL/HRC/MS or Adult Day will be screened in those buildings. Masks are optional in Independent Living.
Outings/ Grocery Shopping/ Overnight Trips	Outings are scheduled on a regular basis. Grocery shopping is scheduled on a weekly basis. Masks are optional for residents and fully vaccinated drivers (staff).
Bocce/Pickleball/Tennis	Courts open. Reservations required for Bocce through the Doig Health Club.
Billiards (Landing Building)	Open Play.
Bridge Games	Open Play. No sanctioned bridge (outside guests).
Resident Led Clubs & Committee Meetings	In-person meetings. Masks are optional for residents and full-vaccinated staff when meeting in Independent Living facilities, all licensed areas require a mask. Contact Activities to reserve space and coordinate cleanings.

Adult Day

Phase 3

Participant & Staff Arrival	All staff, visitors and participants will be screened and have their temperatures taken upon arrival.
Visitors & Entertainers	Visitors/Entertainers are allowed in the Center. Anyone entering the center will be screened and have their temperature taken. All visitors will be required to wear masks while indoors, unless contraindicated.
Activities & Meals	Activities will be done in smaller groups and will be spread out, utilizing multiple rooms for activities and meals.
Outings	Outings will be occur on a "to be determined" basis.
Volunteers	All volunteers entering the center will be screened, have their temperature taken and wear masks.

Admissions	<p>Tours available, by appointment only. Visitors will be screened at the front door and are required to wear a mask. For prospective residents, virtual tours are offered upon request.</p> <p>Move-In Process: Admissions allowed. New residents are strongly encouraged to be vaccinated. If unvaccinated, will be required to have a negative rapid COVID-19 test 3 days prior to admission. All new admissions, regardless of vaccination status, will be required to have a COVID-19 test performed on admission, 48 hours after admission, and 96 hours after admission (Days 1, 3, & 5).</p> <p>Move-In day: Residents, family members and all members of the moving company must be screened at the front door, wear a surgical mask and utilize the most direct route from the entrance to the apartment. Social distancing will be practiced to the best extent possible at all times. Movers must wear a mask at all times. Visitors, movers and new residents are required to screen prior to entering. Visitors who have a positive viral test for COVID-19, or currently meet the criteria for quarantine, should not enter the facility. While visiting, please practice infection prevention measures, including proper hand hygiene, proper wearing of face masks, and maintaining distance between guests/movers and resident.</p>
Dining	<p>Dining room open for breakfast, lunch and dinner. Guests are also permitted. Please call prior to make a reservation if a guest is joining.</p>

Visitors	<p>Visitors will be screened at the front door and are strongly encouraged to wear a mask. Appointments are not required and there is no maximum visitation time. Visitors who have a positive viral test for COVID-19, or currently meet the criteria for quarantine, should not enter the facility.</p> <p>Visitation Locations: Guests are required to wear masks at all times, whether vaccinated or unvaccinated, even in residents rooms. While visiting, please practice infection prevention measures, including proper hand hygiene, proper wearing of face masks, and maintaining distance between guest and resident. Overnight guests permitted in resident rooms.</p>
Activities/Exercise	Group activities and outings permitted.
Beauty Salon (Assisted Living)	Salon is open. Appointments are required by calling (757) 258-2179. Proper cleaning and sanitation takes place after each client and high touch areas are cleaned often. Masks are required for residents and staff.
<p><i>Please note that these guidelines could change at any time based on infection rates in James City County and/or at Williamsburg Landing.</i></p>	

Chaplain Services

Phase 3

<p>Campus-Wide Services <i>Contingent upon the current safety regulations and guidelines for each area of our community.</i></p>	<p>The Chaplain Team is offering in-person spiritual programming to include memorial services and church services (see Week-At-A-Glance or Oasis of Peace for schedule).</p> <p>In-person pastoral visits and telecare ministry as needed.</p> <p>Fervent prayer ministry for our residents and staff.</p> <p>Chaplains will continue to provide residents with the "Oasis of Peace" newsletter on a monthly basis.</p>
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Independent Living	<p><u>Dine In Service</u></p> <p>Breakfast</p> <ul style="list-style-type: none">• The Cove: Monday - Saturday, 7:30 am to 10:00 am. No reservations.• Main Dining Room: Sunday Breakfast from 7:30 am to 10:00 am and Sunday Brunch from 11:00 am to 2:00 pm• Reservations recommended for brunch. <p>Lunch</p> <ul style="list-style-type: none">• The Cove: Monday - Saturday, 11:30 am to 7:00 pm. No reservations. <p>Dinner</p> <ul style="list-style-type: none">• The Cove: Monday - Saturday, 11:30 am to 7:00 pm. No reservations.• Main Dining Room: Monday - Saturday, 4:30 pm to 7:00 pm. Reservations recommended. <p><u>Grab & Go</u></p> <ul style="list-style-type: none">• The Cove: Monday - Saturday, 11:30 am to 7:00 pm <p><u>Carry Out</u></p> <ul style="list-style-type: none">• Monday - Saturday, 2:30 pm to 4:30 pm <p><u>Delivery</u></p> <ul style="list-style-type: none">• Monday - Saturday, 2:30 pm to 4:30 pm. Delivery fee is \$5.00.
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Dining (HRC, AL, MS)

Phase 3

Health & Rehab	HRC N1 open for breakfast, lunch and dinner. Room service is available to all residents. The Country kitchens are permitted to be utilized for asymptomatic residents.
Assisted Living	Dining room open for breakfast, lunch and dinner. Guests are also permitted. Please call prior to make a reservation if a guest is joining.
Memory Support	Residents will eat their meals within their small group area.

Facilities Management

Phase 3

Work Orders	Regular maintenance repair and Preventative Maintenance operations. Masks are optional for fully-vaccinated employees and contractors UNLESS they enter HRC, Assisted Living, Memory Support or Adult Day, then they are required.
Renovations	Masks are optional for outside contractors UNLESS they enter HRC, Assisted Living, Memory Support or Adult Day, then they are required.

Admissions	All new admissions, regardless of vaccination status, are tested for COVID-19 upon admission, 48 hours after admission and 96 hours after. Source control (a well-fitting face mask) should be worn and is strongly encouraged by all new residents during the first 10 days, while in contact with staff and other residents.
Rehab	HRC gym is open to all residents. IL residents are screened upon entering. All residents are expected to wear a face mask throughout treatment unless contraindicated. We will social distance in the gym and have a maximum of four residents in the gym with proper distance between each treatment. Residents who are on quarantine or on transmission-based precautions for suspected/confirmed COVID-19 infection are allowed to use the gym so long as no other residents are present in the gym at that time. Equipment is to be wiped down between use.

Health & Rehabilitation Center (2/3)

Phase 3

Essential Healthcare Workers (EHP)	All EHP will be allowed to enter HRC to care for the residents. EHP contactors will be required to follow Williamsburg Landing HRC's screening process, which is based on the facility's COVID-19 status as well as the transmission rates in James City County. CNA students, nursing students and facility interns will be allowed to re-enter the facility with screening, documented COVID-19 education and adherence to HRC's proper infection control protocols.
Dining	HRC N1 open for breakfast, lunch and dinner. Room service is available to all residents. The Country kitchens are permitted to be utilized for asymptomatic residents.
Visitors	Visitation is not restricted at this time. All visitors are required to wear a mask. Visitors who are on transmission-based precautions for suspected or confirmed COVID-19 infection, are asked to wear appropriate PPE while inside the residents room including N95 respirator, gown, gloves, and a face shield.
Activities/ Exercise	Group activities and outings allowed.

Doig Health Club & Spa

Phase 3

Health Club & Spa	<p>Hours: Sundays from 12pm - 4pm, Monday - Friday from 6am - 6pm, Saturdays from 7am - 3pm. 24 Hour access for employees. Visitors on campus are permitted to use the health club. Contracted instructors can return to provide services to residents/staff.</p> <p>Exercise equipment will continue to be cleaned frequently.</p> <p>Masks are optional for residents, guests and fully-vaccinated staff.</p>
Outdoor Pool	Closed for the season.
Group Exercise Classes	Allowing group classes.
Indoor Pool / Hot Tub / Locker Rooms	Hot tub open. Locker rooms at full capacity all showers/lockers/stalls open. Sanitation schedule in place.
Flea Market	Open. Masks are optional for residents and fully-vaccinated staff.

Housekeeping

Phase 3

IL	Normal cleaning schedule. Masks are optional for fully-vaccinated staff.
AL/HRC/MS	No changes to current housekeeping services. All staff are required to wear masks, properly covering the mouth and nose.

Independent Living (Clinic)

Phase 3

Clinic Appointments	Taking appointments and will determine type of visit based on the individual resident's needs. Walk-ins are asked to call and make appointments to see Dr. Chaudhuri. Hours: Monday-Friday, 8:00 AM - 4:30 PM. Masks are mandatory for all residents and staff.
Podiatry Appointments	Available by appointment only. Please call the clinic to schedule.
Audiology Appointments	Dr. Tucker has resumed services on a monthly basis. Appointments are to be scheduled with her office (757-229-4004).
Caregivers	Caregivers are allowed on campus, however we do request if you are sick to please stay home.
OnSite Dermatology	New provider: Victoria Cooke, PA. Please call (877) 345-5300 to make an appointment.
Dementia Services	All programs and support groups are meeting in person, however we request if you are not feeling well do not attend in person programming. Masks are required in HRC, Assisted Living and Memory Support.

Information Technology

Phase 3

Resident Move-Ins/Transfers	IT staff continuing set-up service. Masks are optional for fully-vaccinated employees UNLESS they enter an HRC/AL/MS, Adult Day and Clinic where masks are still required.
Resident Support Calls	Multiple team members may provide on-site service to residents. Masks are optional for fully-vaccinated employees UNLESS they enter an HRC/AL/MS, Adult Day and Clinic where masks are still required.

Marketing

Phase 3

Prospect Tours	Physical or virtual tours available. Prospects may drive separate from staff if desired. Wearing of masks is optional. Occupied resident homes may be shown if the current resident is comfortable with doing so.
Appointments	In person tours available. Masks are optional for visitors and staff, unless entering HRC/AL/MS, Adult Day and the Clinic where masks are required.
Move-Ins/Move Outs	No self-quarantine required prior to move in.
Marketing Communications	First Mate (weekly), Resident & Public Website-operational updates, K4 Connect Kiosks and TV. COVID hotline updated as needed.
Contractor Services	Contractor Service allowed
Guest Rooms in the Landing Building	Guests rooms open for reservations.
Special Events	No restrictions

Memory Support (1/2)

Phase 3

Admissions	<p>Tours by appointment only. Screened at the front door, must wear a mask. For prospective residents, virtual tours are offered upon request.</p> <p>Move-In Process: Incoming resident is strongly encouraged to be fully vaccinated and provide COVID-19 vaccine card prior to admission. All new admissions, regardless of COVID-19 vaccination status, will have COVID-19 testing performed the day of admission and 48 hours after admission.</p> <p>Move-In day: Resident, family members and all employees of the moving company must be screened at the front door prior to entering the building, wear a surgical mask at all times and utilize the most direct route from the entrance to the apartment. Social distancing will be practiced to the best extent possible at all times. Any guest who has a positive viral test for COVID-19 or currently meets the criteria for quarantine should NOT enter the facility. Guests are encouraged to practice infection prevention measures, including proper hand hygiene, proper wearing of face masks, and maintaining distance between guests/movers and resident.</p>
Visitors	<p>Allowed visitation, no appointment required. Visitation held in the main sitting area, outdoors in the courtyard/porch or in the resident's room. All visitors are screened and will enter through the main entrance for Memory Support. Source control masks are required.</p> <p>Visitors who have a positive viral test for COVID-19, or currently meet the criteria for quarantine, should NOT enter the facility. If visiting outdoors you may remove your mask while maintaining 6 feet of distance. If visiting in a resident's room, masks are required at all times while also maintaining 6 feet of distance, regardless of vaccination status.</p> <p>While visiting, please practice infection prevention measures, including proper hand hygiene, proper wearing of face masks, and maintaining distance between guest and resident. Visitors should NOT wander through the facility. Reservations can be made for residents to dine with their guests in the dining room.</p>

Memory Support (2/2)

Phase 3

Dining	Memory Support kitchen open and served to residents in Memory Support. Family may be present during meals to assist but must be fully masked.
Beauty Salon at Assisted Living	Beauty Salon appointment only.
Activities/Exercise	Group activities and outings allowed.

Security

Phase 3

Deliveries from Family Members to AL & MS Residents	Deliveries are made by the family member
Deliveries from Family Members to HRC	Deliveries from family members to HRC residents may be delivered directly their rooms.
Deliveries from common carriers, newspapers, medicine deliveries	Allow common carriers (FEDEX, UPS, etc.), newspaper delivery, medicine delivery to drop off at residential home or apartment for Independent Living only. Deliveries to AL/MS/HRC have the deliveries left at the receptionist desk (limits driver's contact with residents).
Furniture/Specialty Deliveries	Deliveries allowed to Independent Living residents. Masks optional but required if entering HRC/AL/MS, Adult Day and the Clinic.
Normal Security Duties	Continue. <i>All visitors and contractors to HRC, AL, MS and Adult Day will be screened at the front gate by Security from 6PM-8AM, Monday through Sunday.</i>

Transportation

Phase 3

Shuttle	On campus shuttle transportation will be available Monday - Friday from 8:00 AM to 8:00 PM, on Saturday from 10:00 AM to 7:00 PM, and Sunday from 11:00 AM to 4:00 PM. Drivers are required to wear a mask when transporting residents from HRC, AL or MS.
Medical Appointments	Transportation available to medical and personal appointments. Medical appointments take priority over personal appointments. Drivers are required to wear a mask when transporting residents from HRC, AL or MS.
Grocery Shopping	Drivers are required to wear a mask when transporting residents from HRC, AL or MS. AL/HRC/MS residents and aides are also required to wear masks. Grocery shopping trips are combined with AL residents to conserve fuel and maximize the space on the bus. Reservations can be made using the K4 app/website or by calling the Activities office. See The First Mate for shopping schedules. A 24 hour notice is recommended.
Trips/Outings	Trips/Outings will be scheduled based on the activities calendar. Masks are optional for IL residents. Reservations can be made by calling the Activities office. Drivers are required to wear a mask when transporting residents from HRC, AL or MS.