

# COVID-19 Emergency Plan #5

*Updated 3/26/20 1:30pm*



WILLIAMSBURG LANDING®

As a precautionary measure,

The following procedural changes will be in effect from

**March 26, 2020-until April 15, 2020**

We will continue to monitor the situation and adjust as necessary

*Updated 3/26/2020 @ 1:30pm*



**WILLIAMSBURG LANDING®**

## MOST RECENT UPDATES

Dear Residents, Families & Staff,

The Coronavirus continues to spread throughout Virginia and the Peninsula. Within the last twenty four hours there has been a 35% increase in positive cases. There are now 391 confirmed cases in Virginia.

Due to the continued increase all measures that Williamsburg Landing has put in place will be extended until April 15, 2020. We will continue to monitor this situation and make adjustments to the timeline as necessary.

Thank you all for your understanding and patience, I sincerely appreciate it.

Sincerely,  
Gregory T. Storer, President/CEO

## MOST RECENT UPDATES

- Billiards, Bocce and Pickleball will be suspended until April 8<sup>th</sup> at which time we will re-evaluate the situation.

## MOST RECENT UPDATES

# Change in Visitation Rules for the Health and Rehabilitation Center, Assisted Living and Memory Support

Per CDC Guidelines, we must restrict visitation of volunteers and non-essential healthcare personnel except for certain compassionate care situations such as end-of-life until further notice. In these cases, visitors will be limited to only enter the respective resident's room.

# MOST RECENT UPDATES – Change of Services

## **Independent Living Dining Services**

Per CDC Guidelines which limit communal dining, all communal dining will cease effective today.

- All IL dining venues will be closing at 2 PM today (03/16/2020). There will be no takeout and residents will receive credit for one meal.
- Meals will be delivered once per day by staff starting Tuesday, March 17 at 8 AM (including weekends).
- Deliveries will include: continental breakfast and pre-packaged dinner. Beverages will not be included.

Staff will ring the doorbell and leave pre-packaged food. If you have a cooler or freezer bag, you can place it on the porch for acceptance of deliveries.

If you will not be home during the delivery period or have any other concerns, please contact Cassie LeDuc at 565-6545.

\*HRC, Assisted Living, and Memory Support meals will be delivered to individual rooms.

## **Independent Living Housekeeping Services**

Housekeeping Service for resident homes will stop effective 3/17/2020 through 3/31/2020. Services will be reassessed as appropriate. Common areas will continue to be cleaned.

## **Facilities**

Facilities staff will not enter IL resident homes for work-order requests unless there is an emergency.

## **Outside Deliveries**

Outside deliveries (dry cleaning, pizza deliveries, Amazon orders, etc.) will be accepted at the guard gate and delivered to your home by staff.

## **Beauty Salon Services**

Beauty Salon services in all locations will be closed effective Tuesday March 17 – April 15.

## MOST RECENT UPDATES

- The Clinic will be physically closed this week but will be taking phone calls.
- Williamsburg landing residents should enter and exit using the front gate
- All employees should enter and exit using the back gate
- All visitors (non-residents & non-employees) will be screened (3 questions) at the front gate; those with answers indicating high risk will not be permitted to enter
- Outside visitors must enter through the main doors of each building and proceed to the receptionist desk to sign in and out.

# MOST RECENT UPDATES

- Non-residents receiving skilled care or long term care may not have outside visitors
- The Adult Day Center will close at 5pm today (3/13/20) and remain closed until further notice
- The Doig Health Club and Spa will close today and remain closed until further notice
  - Staff members of the Adult Day and Health Club & Spa will be reassigned to other duties
  - Non-Resident Memberships will be temporarily suspended; membership renewal dates will be extended by one month
- Construction/Grounds/Turnover/Contractors will be screened at the front gate
- Signage will be installed along the drive lanes to communicate the new procedure
- We encourage family members to communicate with their loved ones through telephone
- New reservations for Guest Rooms will no longer be accepted until further notice, those with existing reservations will be cancelled



# MOST RECENT UPDATES

- Marketing will not be conducting tours until further notice
- Residents who have WL Cable will be able to tune into Channel 5 for updates (Cox customers will not have access and should refer to the resident website, K-4 Connect)
- Group activities in HRC will be cancelled
- In-House activities in AL & MS will be limited to small groups (10 or less) check signage for details
- IL Happy Hours have been cancelled until further notice
- Sunday services will be cancelled until further notice
- Security will be responding to house calls, nurses will not
- If there is an active case of COVID-19 at Williamsburg Landing, we will notify residents

## Screening Questions

Have you or anyone in your home been tested or been told you have COVID-19 (Coronavirus)?

Do you or does anyone in your vehicle or home have any symptoms such as: respiratory issues, fever, sore throat, cough or shortness of breath?

Have you been exposed to anyone with COVID-19?

If any answer is yes, the visitor(s) will not be granted access to the community.

If they answer no to all questions, they will be allowed to proceed and asked to wash their hands immediately upon entering any building



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# Doig Health Club & Spa & Adult Day Services

## Doig Health Club & Spa

- Closed to all until further notice
- Non-Resident memberships will be extended by a month
- All Massages scheduled will need to be rescheduled for a later date

## Adult Day

- Adult Day Services will remain closed until further notice (as of 5pm 3/13/2020)

# Dining-IL, AL, HRC, MS, AD

- All Independent Living dining venues will be closing at 2 pm March 16, 2020. There will be no takeout and residents will receive credit for one meal.
- Meals will be delivered once per day by staff starting Tuesday, March 17 at 8 AM (including weekends).
- Deliveries will include: continental breakfast and pre-packaged dinner. Beverages will not be included.
- Staff will ring the doorbell and leave pre-packaged food. If you have a cooler or freezer bag, you can place it on the porch for acceptance of deliveries.
- If you will not be home during the delivery period or have any other concerns, please contact Cassie LeDuc at 565-6545.
- HRC, AL, and MS meals will be delivered to individual rooms.
- Additional changes will be announced as needed

# Clinic & Housekeeping

## Clinic

- The Clinic will be physically closed this week but will be taking phone calls.
- In the event you have medical concerns, please contact your physician **by phone** to receive instructions before visiting their respective office. If feeling ill, please **CALL** the Clinic - **Do Not Visit**.
- If an Independent Living resident is pending tests results or tests positive for COVID-19, please contact Nancy Barhite **by phone** so she can coordinate appropriate services to insure you can quarantine safely.
- Tests for COVID-19 cannot be done at Williamsburg Landing. It must be coordinated by a physician

## Housekeeping

Housekeeping Service for Independent Living resident homes will stop effective 3/17/2020 through 3/21/2020. Services will be reassessed as appropriate. Common areas will continue to be cleaned.

# Assisted Living, Memory Support & Health & Rehabilitation Center

- HRC, AL & MS will be closed to outside visitors
- Per CDC Guidelines, we must restrict visitation of volunteers and non-essential healthcare personnel except for certain compassionate care situations such as end-of-life until further notice. In these cases, visitors will be limited to only enter the respective resident's room.
- Direct admissions requiring isolation will not be permitted unless they are a Williamsburg Landing resident
- Resident & non-resident volunteer services are temporarily suspended
- Group activities in HRC will be cancelled
- In-House activities in AL & MS will be limited to small groups (10 or less) check signage for details.

# Transportation, Activities & Chaplain Services

- Transportation to/from medical appointments will continue
- Scheduled transportation to/from grocery stores will continue (Target, Harris Teeter, Trader Joe's, Publix only). Trips to Patrick Henry Mall, Belk, Binns will be cancelled.
- Transportation for Independent Living residents to the following season ticketed events will be provided as long as the shows are not cancelled by their respective organization

March 14 VSO Beethoven Symphony No. 6

March 20 VSO Orchestra The Streisand Songbook

March 22 Virginia Opera, Aida

March 24 Chamber Music in Williamsburg Parker Quartet

March 26 Williamsburg Symphony Orchestra Masterworks Concert 5 Romantics

March 27 Virginia Symphony Orchestra Strauss Rosenkavalier Suite

- Approved pre-scheduled Memorial Services will be held. Future requests for Memorial Services will be denied at this time.
- Chaplain services will continue as planned

# Activities

- Events previously open to outside community members will be cancelled (sanction bridge club, Osher Classes, etc.)
- Events that involve outside performers/speakers/volunteers will be cancelled
- The State Capitol Tour & Lunch scheduled for March 31<sup>st</sup> will be cancelled
- The following activities for HRC, AL & MS will be cancelled:
  - March 17-Lunch outing to Ruby Tuesdays
  - March 20-Shopping excursion to Belk's
  - March 27-Scenic Drive
  - March 31-Scenic Drive

**Future Updates will be communicated via:** A Week At A Glance  
TV Channel 5, K-4 Connect Kiosks, Resident Website.

**\*\*Paper flyers will be used only for critical information\*\***



# Marketing, Bank, Beauty Shop, Store

## Marketing

- Will be available for phone inquiries
- Will not be conducting tours until further notice
- Incoming residents will be screened prior to moving in

## Bank, Beauty Shops & Store

Beauty Shop will close effective 3/17/2020 – 4/15/2020.

Bank is open

Landing Store remains open until further notice. If you'd like to order something to be delivered please call 565-6523 and delivery will be arranged.

# Talent Management

- Staff will enter Williamsburg Landing via the back gate
- Staff is expected to work their normal schedule
- Staff is encouraged not to use unnecessary PTO
- Staff should not report to work if ill
- All staff will be reminded to comply with HIPAA laws

# Outside Services & Media Inquiries

- If you have any services provided by individuals, family or outside organizations, please make us aware so we can be prepared should these services not become available to you. Contact person: Nancy Barhite, Senior Director of Home & Community Based Services at 253-9673
- If you plan to be away from home for an overnight, please let Security know.

## **Media Inquiries**

Please direct all media inquiries to

Lisa Bates, CMO or Greg Storer, President & CEO  
757-565-6505



Let's Work Together

to

Keep

Williamsburg Landing

Residents, Staff and Loved Ones

Healthy and Strong!