



WILLIAMSBURG LANDING®

# Phase 3 **REVISED** Reopening Plan

Updated June 10, 2022

*Subject to change*

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

# Services

# Phase 3

<b>Visitors to Independent Living (access)</b>	<p>Guests are permitted on campus. No limit to number of visitors for Independent Living households.</p> <p>Mask wearing is optional for <u>residents</u>, <u>guests</u> and staff in Independent Living areas.</p> <p><b>For visitation to HRC/AL/MS, see appropriate section for details. Masks are required in these facilities.</b></p>
<b>Library</b>	<p>The library in the Landing Building is open 24/7. Masks are optional for residents and guests. Newspapers, magazines, computer <b>and Low Vision Reader</b> are available for usage. Returns: the Library will no longer be quarantining all materials borrowed from this Library. All items and 1 or 2 donations must be placed in the book slot drop to the right side of the entrance. Please do not open the Book Drop for any reason &amp; remember to return borrowed items as soon as you can. Please sign out all books and AV being borrowed. Alphabetical 3 ring binders for both books and AV (last name) will be used as in the past. Please complete fully. When you return the item(s), cross out the entry you made on your page. This is part of our Honor Code.</p>
<b>Board Committee Meetings</b>	<p>In-person meetings, Masks are optional for residents and staff.</p>
<b>Chesapeake Bank</b>	<p>Open with regular hours (9am - 1pm). Masks are optional for residents and staff.</p>
<b>Store Opening</b>	<p>The Landing Store is open to residents and staff. Will continue to take phone and email orders. Call 565-6523. Deliveries on Tuesdays and Thursdays will continue. Port of Call Store at Assisted Living remains open. Masks are optional for residents and staff.</p>
<b>Beauty Salon at the Landing Building</b>	<p>All salons are open and there are 1-2 stylist in the salon. Appointments are required. To make an appointment, call 253-9686 or the assisted living salon 258-2179. <b>Independent Living residents can go to either the Landing Building or Assisted Living for services.</b> Proper cleaning and sanitation takes place after each client and high touch areas are cleaned often. New capes are used with each client. <b>Rachael (only) goes to Memory Support on Thursday. Masks are required for AL &amp; MS salons. Masks are optional for residents and staff in IL.</b></p>
<b>Reception/Guest Rooms</b>	<p>Open in the Landing Building and Assisted Living</p>

# Activities

# Phase 3

<b>Classes/Group Activities</b>	Attendance will be based on location. Reservations for events can be made by calling the Activities Office. All equipment sanitized before and after each event. Masks are optional for residents and guests.
<b>Outside Performers/ Speakers</b>	Entertainment/guest speakers will be scheduled on a regular basis. <b>Entertainers and Performers going to AL/HRC/MS or Adult Day will be screened in those buildings. Masks are optional in Independent Living.</b>
<b>Outings/ Grocery Shopping/ Overnight Trips</b>	Outings will be scheduled on a regular basis. No seating limitations with residents and drivers wearing masks at all times.  Grocery Shopping will be scheduled on a weekly basis. No seating limitations. Schedule published in First Mate and Week At A Glance. <b>Masks are optional for residents and fully vaccinated drivers (staff).</b>
<b>Bocce/Pickleball/ Tennis</b>	Courts now open. Reservations required for Bocce, call the Health Club.
<b>Billiards at the Landing Building</b>	Open Play.
<b>Bridge Games</b>	Open play. No Sanctioned bridge (outside guests).
<b>Resident Led Clubs &amp; Committee Meetings</b>	In-person meetings. <b>Masks are optional for residents and fully vaccinated staff.</b> Call Activities to reserve space and coordinate cleaning.

# Adult Day

# Phase 3

<b>Participant and Staff Arrival</b>	Before entering the center participants and staff will be screened and have their temperature taken prior to entering. Anyone exhibiting signs or symptoms or with a temperature of over 100 will be sent home. Staff will wear masks at all times. Participants will be encouraged to wear masks, if appropriate. Staff, participants, and all visitors will wash their hands upon entering the Center.
<b>Visitors, Entertainers</b>	Visitors/Entertainers will be allowed into the Center. Anyone entering the center will be screened and their temperature will be taken. <b>All Visitors will be required to wear masks indoors and wash their hands upon entering the center.</b>
<b>Activities and Meals</b>	Although we are no longer social distancing by 6 feet, we will still encourage participants to have some distance from one another, especially when singing, etc. No masks required when outdoors if everyone is vaccinated.
<b>Outings</b>	<b>Outings will be taken on a "to be determined" basis.</b>
<b>Volunteers</b>	Anyone entering the center will have their temperature taken, will be screened and will wear masks.

<b>Admissions</b>	<p><b>Tours available, by appointment only.</b> Visitors will be screened at the front door and must wear a mask.</p> <p><b>Move-In Process:</b> Admissions allowed. New residents are strongly encouraged to be vaccinated. If unvaccinated, will be required to have a negative rapid COVID test three days prior to admission.</p> <p><b>Move-In day:</b> Resident, family member, and all members of the moving company must be screened at the front door and wear a surgical mask. Social distancing will be practiced to the best extent possible at all times. Movers must wear a mask at all times.</p> <p>For both tours and move-ins, visitors/movers/new residents are required to screen in to ensure absence of concerning symptoms and/or fever prior to proceeding with the visit. 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 (covering mouth and nose), and maintaining distance between guests/movers and resident. Visitors should NOT wander through the facility, regardless of vaccination status.</p>
<b>Dining</b>	<p>Dining room open for breakfast, lunch and dinner for asymptomatic residents. Guests are also permitted. Please call prior to make a reservation if a guest is joining.</p>

<p><b>Visitors</b></p>	<p><b>Visitors allowed, with restrictions.</b> Appointments are not required and there is no maximum visitation time. Visitors are required to screen in to ensure absence of concerning symptoms and/or fever prior to proceeding with the visit. Visitors who have a positive viral test for COVID-19, or currently meet the criteria for quarantine, should not enter the facility.</p> <p><b>Visitation Locations:</b> Resident Room or Outdoors. If visiting outdoors as long as 6 feet of distance is maintained. If visiting in a resident's apartment, both guests and resident are requested to maintain 6 feet of distance and wear a mask at all times, whether vaccinated or unvaccinated. Also guests are required to wear a surgical mask, and will be offered one at the reception desk if they arrive with a cloth mask. 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, regardless of vaccination status.</p>
<p><b>Activities/Exercise</b></p>	<p>Allowing group activities. All staff and residents must properly wear masks, covering their nose and mouth. Maintaining 6 feet apart in indoor settings or rooms that accommodates distancing.</p>
<p><b>Beauty Salon at AL</b></p>	<p>All salons are open and there are 1-2 stylist in the salon. Appointments are required. To make an appointment, call the assisted living salon 757-258-2179. Proper cleaning and sanitation takes place after each client and high touch areas are cleaned often. <b>Masks are required for all staff and residents.</b> New capes are used with each client.</p>

**Please note that these guidelines could change at any time based on infection rates in James City County and/or at Williamsburg Landing.**

# Chaplain Services

# Phase 3

<p><b>Campus-Wide Services</b> <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.</p> <p>The Chaplains will continue to offer the regular weekly schedule of recorded Worship and Devotion programs on Channel 5 (see Week-at-a-Glance or Oasis of Peace for schedule).</p> <p>The Chaplains are providing in-person pastoral visits and telecare ministry as needed.</p> <p>The Chaplains are providing a fervent prayer ministry for our residents and staff.</p> <p>Chaplains will continue to provide residents with the "Oasis of Peace" on a monthly basis. Following current regulations in HRC; providing 1:1 engagement.</p>
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## Independent Living

Updates have been made to Dining operations due to mechanical problems in The Cove kitchen. During The Cove's closure see updates to dining below.

**IMPORTANT UPDATE:** The exhaust fan supplying The Cove kitchen has broken and requires a new part. A replacement part has been ordered. ***Regulations prohibit cooking without a working exhaust and fire suppression system, therefore the following operational changes will be in effect immediately.***

- **Breakfast, lunch and dinner will be served in the Main Dining Room.** (Some menu modifications may be required.)
  - Breakfast from 7:30 AM - 10:00 AM
  - Lunch from 11:30 AM - 2:00 PM
  - Dinner from 4:30 PM - 7:00 PM
  - The menu will primarily consist of the Dining Room menu along with a few items from The Cove.
- Grab and Go for residents and staff will be available in The Cove from 11:00 AM to 4:30 PM, Monday - Saturday

## Independent Living

- Carry Out will still be available from The Cove during the usual hours of 2:30 PM to 4:30 PM, Monday - Saturday.
  - The Carry Out menu will be from the Main Dining Room menu along with a few items from The Cove Menu.
- No change to delivery fees.
- Casual attire is acceptable in the Main Dining Room while The Cove remains closed.

We will provide updates as we know more on the status of the repair. For questions, please email Patrick Day at [pday@williamsburglanding.com](mailto:pday@williamsburglanding.com).

### **Carry Out & Delivery**

- Monday - Saturday, 2:30 to 4:30pm
- Delivery available for \$5.00 fee

### **Kopper Bar**

Open for Friday Happy Hours - weather permitting

## Dining (HRC, AL, MS)

## Phase 3

<b>Health &amp; Rehab</b>	Communal dining is currently closed. Meals will be served in the resident's rooms.
<b>Assisted Living</b>	Dining room open for breakfast, lunch and dinner for asymptomatic residents. Guests are also permitted. Please call prior to make a reservation if a guest is joining.
<b>Memory Support</b>	Memory Support kitchen open and served to residents in Memory Support. Family may be present during meals to assist but must be fully masked.

# Facilities Management

# Phase 3

<b>Work Orders</b>	Return to regular maintenance repair and Preventative Maintenance operations. Masks are optional for employees and contractors UNLESS they enter HRC/AL/MS, Adult Day <b>or the Clinic where masks are still required.</b>
<b>Renovations</b>	Contractors (if needed) are screened at security and report directly to work site. Masks are optional for outside contractors UNLESS they enter HRC/AL/MS, Adult Day <b>or the Clinic, where masks are still required.</b>

<b>Admissions</b>	<p><b>All admissions regardless of vaccination status will be required to have a COVID-19 test 24 - 48 hours prior to discharge from an acute care setting, home or transfer from another facility.</b></p> <p>The only positive COVID-19 residents that we will accept will be those who reside on campus. We will not accept a referral, who does not live on campus and that has an active case of COVID-19.</p> <p>If an <b>admitting resident</b> is not <b>“up to date” with their vaccinations per the CDC definition</b>, they will be quarantined for 14 days to ensure that they do not have COVID-19. <b>If an admitting resident receives their applicable booster, they do not need to wait the remaining 14 days. They can be immediately removed from isolation guidelines unless symptomatic. New admissions who are not “up to date” will be offered the applicable vaccination.</b> Visitation will be permitted for these individuals as long as visitors wear full PPE. <b>Residents admitting who have an active case of COVID 19 will be admitted to the designated COVID 19 unit.</b></p>
<b>Rehab</b>	<p>HRC gym will be open to all residents. IL residents will be screened upon entering the gym. All residents will be expected to wear a mask throughout treatment unless contraindicated. We will social distance in the gym and have a maximum of 4 residents in the gym with proper distance between each treatment. All therapy staff will wear PPE. Equipment will be cleaned after each treatment.</p> <p><b>Residents who are considered not “up to date” with their vaccinations</b> will continue to be placed on quarantine for 14 days post admission for symptom monitoring. If asymptomatic, those residents will be allowed to use the 170-184 unit gym, hallway, and stairwell (when necessary for progress in therapy) as long as they are wearing a mask and they are the only resident in the area.</p>

# Health & Rehabilitation Center (2/3)

# Phase 3

<b>Essential Healthcare Workers (EHP)</b>	All EHP will be allowed to enter to care for the residents of HRC. EHP contactors will be required to follow Williamsburg Landing HRC's testing frequency, which is based on the facility's COVID-19 status, <b>contact tracing</b> as well as the COVID-19 <b>transmission</b> rate in James City County. <b>Routine testing of EHP will be only for those employees/contractors who are not considered "up to date."</b> <b>Outbreak testing will be based on those individuals who had a high risk exposure with the positive employee and/or those individuals who are not considered "up to date."</b> CNA students and facility interns will be allowed to re-enter the facility with screening, documented COVID education, adherence to WL HRC's testing guidelines and proper infection control protocols.
<b>Dining</b>	<b>The dining room at HRC is currently closed and room service is available for residents.</b> To reduce potential spread of COVID-19, guest meals will not be available outside of Williamsburg Landing's dining department.

<b>Visitors</b>	HRC follows the most up to date CMS Memo QSO-20-39-NH REVISED, unless guided otherwise from the local Department of Health. Visitation is allowed in the resident's room or outdoors as long as visitors are following the core principles of COVID-19 infection control. <b>Outdoor visits generally pose a lower risk of transmission due to increase space and airflow.</b> <b>For a tour of applicable outdoor spaces for visitation, please request a tour from the Healthcare Administrator or Social Services Coordinator.</b> These core principles are regularly distributed to the family members of the residents and new admissions. They are also posted at the entrance to HRC.
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<b>Visitors (Cont)</b>	<p>Please be aware that there is a possibility of you contracting COVID-19 while at HRC. There are no limits to visitors for the residents of HRC, but social distancing must be followed. Visitors are encouraged to receive a negative COVID-19 test 2-3 days prior to their visit. If visitors are unvaccinated, we recommend that they do not visit during an outbreak of COVID-19. We recommend that all visitors become vaccinated <b>and receive any recommended booster vaccinations</b>. Prior to visiting, all visitors are required to screen in to include a temperature check. If failed, the visitor must immediately leave and notify facility management of symptoms. <b>Visitors must wear a face mask during their entire visit covering their nose and mouth.</b> Visits should be conducted using social distancing. If the resident is <b>“up to date” with their COVID 19 vaccination status</b>, they can choose to have close contact with their visitor(s) as long as both parties are appropriately wearing their masks and perform hand hygiene before and after the visits. Visitors should complete hand hygiene before and after visiting. <b>Visitors should limit their movement in the facility during visitation. I.e. Visitors should not walk down hallways that their loved ones do not reside. While not recommended, residents who are on transmission-based precautions or quarantine are still permitted to have visitors. These visits are required to take place in the resident’s room and the resident should be wearing a well-fitted facemask if tolerated. If you choose to visit, you have a risk of contracting COVID 19. Prior to visiting, you must be trained by staff on the appropriate infection control protocols.</b></p>
<b>Activities/ Exercise</b>	<p><b>Group Activities are on hold during this time. Activities will be held on a 1:1 basis in the resident’s rooms when appropriate.</b></p>

# Doig Health Club & Spa

# Phase 3

<b>Access to Doig Health Club &amp; Spa</b>	<p><b>Hours:</b> Sundays from 12pm - 4pm, Monday - Friday from 6am - 6pm, Saturdays from 7am - 3pm. Resume 24 hour access for employees. Visitors on campus permitted to use 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>
<b>Outdoor Pool</b>	<p>Open 6am - 8pm daily, weather permitting.</p>
<b>Group Exercise Classes</b>	<p>Group exercise classes have resumed on a regular basis. AL, MS, HRC classes resume.</p>
<b>Indoor Pool/Hot Tub/Locker Rooms</b>	<p>Hot tub open. Locker rooms at full capacity all showers/lockers/stalls open; same sanitation schedule.</p>
<b>Flea Market</b>	<p>Open. Masks are optional for residents and fully vaccinated staff.</p>



# Housekeeping

## Phase 3

<b>IL</b>	Normal cleaning schedule. <b>Masks are optional for staff.</b>
<b>AL/HRC/MS</b>	No changes to current housekeeping services. <b>Staff are required to wear masks, properly covering the mouth and nose.</b>

## Independent Living (Clinic)

## Phase 3

<b>Clinic Appointments</b>	Sentara Medical Group staff is taking appointments and will determine type of visits based on issue. Walk-ins are asked to call prior to entering so reception can greet you at door to screen. Hours: Monday-Friday, 8:00 AM - 4:30 PM. Masks are optional for residents and mandatory for staff.
<b>Podiatry Appointments</b>	Available by appointment only. Please call the clinic to schedule.
<b>Audiology Appointments</b>	Dr. Tucker has resumed services on a monthly basis. Appointments are to be scheduled with her office (757-229-4004).
<b>Caregivers</b>	Caregivers are allowed on campus however we do request if you are sick to please stay home.
<b>Dementia Services</b>	All programs and support groups have resumed meeting in person however we request if you are not feeling well do not attend in person programming.  Sensory Surroundings in HRC providing 1:1 engagement

# Information Technology

# Phase 3

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

# Marketing

# Phase 3

<b>Prospect Tours</b>	In-person or virtual tours available. Prospects may drive separate from staff. <b>Occupied resident homes may be shown if the current resident is comfortable with doing so.</b>
<b>Appointments</b>	In person tours available. Masks are optional for visitors and staff, unless entering HRC/AL/MS, Adult Day and <b>the Clinic</b> (covering the mouth and nose).
<b>Move-Ins/Move Outs</b>	No self-quarantine required prior to move in.
<b>Marketing Communications</b>	First Mate 1x/week, Resident & Public Website-operational updates, K4 Connect Kiosks and TV. COVID hotline updated as needed.
<b>Contractor Services</b>	Contractor Service allowed with PPE. Contractors necessary to provide move in/out.
<b>Guest Rooms in the Landing Building</b>	Guests rooms open for reservations.
<b>Special Events</b>	Case by case evaluation, masks encouraged.

# Memory Support (1/2)

# Phase 3

<b>Admissions</b>	<p>Admissions allowed, but all incoming residents must be vaccinated prior to admission (including 2nd shot and 14 day waiting period). Tours by appointment only. Screened at the front door, must wear a mask, and taken directly to the apartment of interest and back to the front door. Only 4 friends/family members allowed for tour.</p> <p><b>Move-in Process:</b> Incoming resident must be fully vaccinated and provide COVID vaccine card prior to admission.</p> <p><b>Move-in day:</b> Four designated friends or family members may arrive with the resident on move-in day to assist with the transition. They must receive a rapid COVID test prior to entering the building. They must remain in the apartment while assisting resident. Once the move-in process is complete, they are required to leave the premises. No guests may stay overnight. Resident, family member, 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. Family/friends assisting with the move may come back the day after the move to help their loved one settle in. For prospective residents, virtual tours are offered upon request.</p>
<b>Visitors</b>	<p>Allowed visitation by appointment. Only 4 visitors per resident. Visitation will be held in the main sitting area, outdoors in the courtyard/porch or in the resident's room. All visitors are screened, will enter in the main entrance for Memory Support, must be wearing a surgical mask, and will be escorted to visitation area. Visitation time is max 6 hours. If visiting outdoors or being plexiglass partition, you may remove your mask if maintaining 6 feet of distance. If visiting in a resident's room, everyone must wear their mask at all times and maintain 6 feet of distance.</p> <p>Loved ones can call ahead if they would like to dine with their loved one in the resident's room. Must know ahead of time to let the kitchen know. Drop-ins are welcome depending on availability.</p>

## Memory Support (2/2)

## Phase 3

<b>Dining</b>	Memory Support kitchen open and served to residents in Memory Support. All CDC/VDH guidelines are being followed. Family may be present during meals to assist but must be fully masked.
<b>Beauty Salon at Assisted Living</b>	Beauty Salon open for Memory Support Residents 2 days/week.
<b>Activities/Exercise</b>	All staff and residents must properly wear masks, covering their nose and mouth. Maintaining 6 feet apart in outdoor settings or room that accommodates distancing.

# Security

## Phase 3

<b>Deliveries from Family Members to AL &amp; MS Residents</b>	Deliveries are made by the family member and dropped off with the receptionist at the respective locations.
<b>Deliveries from Family Members to HRC</b>	Deliveries from family members to HRC residents may be delivered directly their rooms.
<b>Deliveries from common carriers, newspapers, medicine deliveries</b>	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 to limit drivers contact with residents.
<b>Furniture/Specialty Deliveries</b>	Deliveries allowed to IL residents. <b>Masks optional but required if entering HRC/AL/MS, Adult Day and the Clinic.</b>
<b>Normal Security Duties</b>	Continue. <i>All visitors and contractors to HRC, AL, MS and Adult Day will be screened at the front gate by Security from <b>6PM-8AM</b>, Monday thru Sunday.</i>

# Transportation

## Phase 3

<b>Shuttle</b>	On campus shuttle transportation will be available Monday - Friday from 8AM to 8PM and on Saturday and Sunday from 11AM to 4PM.
<b>Medical Appointments</b>	Transportation available to medical and personal appointments. Medical appointments take priority over personal appointments. Driver and residents are required to wear a mask at all times. If masks are removed or refused to be worn, staff has been instructed to no provide transportation services.
<b>Grocery Shopping</b>	Grocery Shopping as usual, masks are optional for residents and drivers (staff). AL/HRC/MS residents and aides still need to wear one. Grocery shopping trips are combined with AL residents to conserve fuel and maximize the space on the bus. If IL and AL residents and aides are in the car together, everyone needs to wear a mask. Reservations can be made by calling the Activities office. See The First Mate for shopping schedules. A 24 hour notice is recommended.
<b>Trips/Outings</b>	Trips/Outings will be scheduled based on the activity calendar. Masks are optional for residents and drivers (staff). If IL and AL residents and aides are in the car together, everyone needs to wear a mask. Reservations can be made by calling the Activities office.