



WILLIAMSBURG LANDING®

Phase 3 Reopening Plan

Effective April 5, 2021

Subject to change

Starting **April 5**, the measures outlined on the following pages will remain in effect until further notice. **All guidelines that are changing from Phase 2 will be outlined in red.** This is a fluid plan and subject to change.

Please remember: masks & social distancing are still required!

While experts learn more about the protection that COVID-19 vaccines provide under real-life conditions, it will be important for everyone to continue using all the tools available to help stop this pandemic.

To protect yourself and others, follow these recommendations:

Wear a mask over your nose & mouth **while walking through all buildings on campus**

Stay at least 6 feet away from others

Avoid crowds

Avoid poorly ventilated spaces

Wash your hands often

Services (1/2)

Phase 3

Visitors to Independent Living (access)	Visitors of independent living residents are permitted under the following guidelines: residents MUST call the front desk of the Doig Health Club & Spa 757-564-1128 to schedule an arrival time for their visitor(s). If arriving between the hours of 8:00am-5:30pm Sunday through Saturday, visitors are to report to the Doig Health Club & Spa for screening to include temperature check, will be required to wear masks and sign in. If arriving outside of the hours listed above, visitors will be screened and checked in at the front gate. All visitors will need to obtain a parking pass which must remain in their car windshield for the duration of their visit. Visitors will be limited to 4 at a time. Visitors will be permitted to stay overnight in the resident's home only. No additional meals or housekeeping services will be provided. Visitors will not be screened when they leave the community only when they come in including if just picking someone up. Visitation to HRC/AL/MS is limited, see appropriate section for details.
Library	The library in the Landing Building is open 24/7 with the following restrictions: 7 chairs available for reading while practicing social distancing (minimum of 6 feet, 10 ft preferred if possible) and wearing a facemask. Newspapers, magazines and computer 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 & 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.
Board Committee Meetings	In-person meetings with a maximum of 50 participants based on ability to social distance 6 feet in meeting space. Require cleaning to be coordinated between housekeeping and meeting planner in advance. Virtual or in-person meeting decision is up to board chair. Masks & social distancing (minimum of 6 feet, 10 ft preferred if possible) required. Room selection should allow for social distancing of a minimum of 6 feet, 10 ft preferred if possible.

Services (2/2)

Phase 3

Chesapeake Bank	Open with regular hours (9am-1pm). Enter one at a time. Customers and bank employees must wear a mask. Customers must sanitize their hands upon entering. Bank employees will sanitize desk upon exit and direct the next client to enter. Necessary exceptions will be made if client needs assistance.
Store Opening	The Landing Store is open to residents and employees with max of 5 people in the store at one time. 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.
Beauty Salon at the Landing Building	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. Independent Living residents can only go to the Landing Building for services at this time. Proper cleaning and sanitation takes place after each client and high touch areas are cleaned often. Masks are required for all staff and residents. New capes are used with each client. Rachael (only) goes to Memory Support half day Wednesday AM and all day Thursday.
Reception	No guest room reservations will be accepted at this time. The LB Reception area will continue to practice social distancing measures when interacting/assisting visitors/vendors/residents,etc. Receptionists will wear masks during shifts and will wipe counters, keyboards, phones, mouse, etc. before/during/after their shifts.

Activities

Phase 3

Classes/Group Activities	Classes/Group Activity max. 50 participants based on location & ability to social distance. Reservations for events can be made by calling the Activities Office. Masks required. All equipment sanitized before and after each event. Refreshments provided will be planned in coordination with Dining Services.
Outside Performers/ Speakers	Performances will be approved on an individual basis. Schedule to be announced in advance. Musicians will be screened at the gate.
Outings/ Grocery Shopping/ Overnight Trips	Suspended at this time.
Bocce/Pickleball/ Tennis	Courts now open. Call the Health Club to schedule a time.
Billiards at the Landing Building	Open play.
Bridge Games	Open to residents only, limit 24 players. Call Activities to reserve room.
Resident Led Clubs & Committee Meetings	Maximum of 50 participants based on ability to social distance 6 feet in meeting space. Masks and social distancing required (minimum of 6 feet, 10 ft preferred if possible). Call Activities to reserve space and coordinate cleaning. The area will be sanitized before and after each meeting. Room selection should allow for social distancing of a minimum of 6 feet, 10 ft preferred.

Adult Day

Phase 3

Participant and Staff Arrival	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.
Visitors, Entertainers	Limited visitors will be allowed into the Center. Anyone entering the center will be screened and their temperature will be taken. All Visitors will be required to wear masks and wash their hands upon entering the center. Entertainers admitted when approved by adult day director.
Activities and Meals	To allow for social distancing, the following maximum numbers will be allowed in these rooms: Gathering Room: 20, Activity Room: 10, Living Room: 10 Art Studio: 8, Billiard Room: 6, Parlor: 2, Quiet Room: 3. Tables and/or chairs will be spaced at least 6 feet apart.
Outings	Limited outings that allow for appropriate social distancing will be taken on an "to be determined" basis. (No bus trips).
Volunteers	Limit of 5 resident volunteers allowed in the Center. Anyone entering the center will have their temperature taken, will be screened and will wear masks.

Assisted Living (1/2)

Phase 3

Admissions	<p>Admissions able to occur. If IL/HRC candidate needs to see an apartment, it will be by appointment only. Screened at the front door, must wear a mask, and is taken directly to the apartment of interest and back to the front door. 2 friends/family members allowed to join them for tour.</p> <p>Move-in Process: Incoming resident will receive a rapid COVID tested upon arrival.</p> <p>Move-in day: Two 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 tested upon arrival before coming in 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 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 helping may come back for a predetermined amount of time to continue assisting the resident with settling in to their new space.</p> <p>For prospective residents, virtual tours provided.</p>
Dining	<p>Dining room open for asymptomatic residents while maintaining social distancing. Those residents wishing to continue with room service may do so. Asymptomatic residents may use Country Kitchen/Gathering Rooms to eat meals while maintaining 6 feet apart. All CDC/VDH guidelines are being followed.</p>

<p>Visitors</p>	<p>Visitors allowed, with restrictions. Visitation by appointment only 7 days a week, for 45 minutes to 2 hours (if available), in designated Visitation Rooms or in resident's apartment. Outdoor visitation also an option, weather permitting, with extended visitation periods an option. Appointments can be scheduled by calling the reception desk at 253-8801. Visitors may also request an appointment all other times by emailing the Administrative Assistants (Debbie Martin - dmartin@williamsburglanding.com) or Jackie Stiles - (jstiles@williamsburglanding.com). Only 2 visitors per resident at a time.</p> <p>Call receptionist upon arrival. If more than one visitor, please call when both arrive in the parking lot. Upon entering the building, the receptionist will ensure all visitors are wearing a mask, ask COVID-19 screening questions and take temperature, sign in to visitation log and use hand sanitizer. Visitor(s) will receive a "visitation ticket" providing printed guidelines for the visit as well as indication of what time their visit ends. They are responsible for turning this into the receptionist upon leaving.</p> <p>Visitation Locations: AL Guest Room, AL Conference Room, Resident Room or Outdoors. Visitors and residents will be required to wear mask if using visitation room but may remove them when behind plexiglass partitions.</p>
<p>Activities/ Exercise</p>	<p>Group activities with maximum of 25 participants/residents, provided there is space to social distance 6 feet both indoors and outdoors. No shared items. For all activities, residents and staff must wear face masks and practice proper hand hygiene.</p>
<p>Beauty Salon at AL</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 258-2179. Proper cleaning and sanitation takes place after each client and high touch areas are cleaned often. Masks are required for all staff and residents. New capes are used with each client.</p>

Chaplain Services

Phase 2

<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 in transition but greatly desire and plan to resume regular in-person worship as soon as it is feasible.</p> <p>The Chaplains will continue to offer the regular weekly schedule of recorded Worship and Devotion programs on Channel 78 (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" and the "Electronic Pathways to Nurture Spiritual and Emotional Health."</p>
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Dining (1/2)

Phase 3

Meal Deliveries	Delivery will be available with a \$5.00 fee . The delivery fee will be charged to the resident's account. Delivery orders should be placed by calling 585-7741.
Carry Out	Carry-out will take place in the Jamestown/Yorktown Room in the Landing Building from 3:30–7:00 PM , Monday – Sunday. Current style carry-out menu will continue for dinner only, no lunch option provided. Residents will be able to select menu items as they currently do.
The Cove	Effective 4/12: open 11 AM – 2 PM Open to employees and residents at lunch for grab & go pre-packaged items and beverages. The menu will include sandwiches, wraps, salads, fruit cups, parfaits, snack boxes & desserts. The Cove seating areas will remain closed. Purchases can be made using declining balance, charges to residents account, employee payroll deduction or credit card. Meal credits cannot be used as each item is priced individually.
Main Dining Room	Effective 4/12: Open to residents for breakfast, lunch, and dinner. Guests are not permitted at this time. Reservations are required for dinner and can be made up to two weeks in advance with no restrictions on how many can be made at one time. The limit of four people to a table is still in effect. There will no longer be two separate seatings. Dinner reservations will continue to be spaced out between 4:30 and 7:00 PM. Meal credits, declining balance plans and resident account charges will continue to be accepted. Hours: Monday–Saturday Breakfast: 7:30–10 AM, no reservations needed Lunch: 11:30 AM – 2 PM, no reservations needed Dinner: 4:30–7 PM, reservations required

AL Dining	Dining room open for asymptomatic residents while maintaining social distancing. Those residents wishing to continue with room service may do so. Asymptomatic residents may use Country Kitchen/Gathering Rooms to eat meals while maintaining 6 feet apart. All CDC/VDH guidelines are being followed.
HRC Dining	Tray service continues.
Memory Support	Memory Support kitchen open and served to residents in Memory Support. All CDC/VDH guidelines are being followed.

Facilities Management

Phase 3

Work Orders	Return to regular maintenance repair and Preventative Maintenance operations. Continue wearing masks in occupied dwellings and residential units.
Renovations	Contractors (if needed) are screened at security and report directly to work site. Use PPE when in contact with WL residents and staff.

Admissions

If PPE levels are adequate, we will **continue** accepting admissions from the hospital who are in need of strict isolation protocols not related to COVID-19. Transition unit will still be operational. **If an admission has been fully vaccinated, meaning that 14 days has passed since receiving the second vaccine in a two dose series, and they have received a negative COVID 19 test prior to admission, that admission can admit directly to a "green" room.** Criteria for transitioning a resident from another LTC Facility or home to HRC include the following:

1. Move to the 173-182 (transition unit) unit prior to transferring to permanent room, **unless the admission has been fully vaccinated per the definition from CMS and CDC**
2. Obtain two negative COVID-19 tests at least 24 hours apart and after the results of the second test are received, the transfer here occurs within 48 hours. We complete a test when the resident arrives here.
3. Obtain a panel of labs prior to the transfer to include CBC, CMP, lactic acid and procalcitonin.

The team will analyze whether or not the resident should be transferred off of the 173-182 unit at day 14. In certain circumstances, the resident could remain on the unit after their 14th day despite not showing symptoms of COVID-19. **In certain circumstances, the resident could remain on the unit after their 14th day despite not showing symptoms of COVID-19.** Rooms 183 and 184 will be held open for a potential COVID positive isolation unit. **Exceptions to the designation of these rooms can be made based on bed availability and the approval of the Healthcare Administrator.**

Visitors

Restricted visitation permitted. Visitors must adhere to the core principles of COVID-19 infection control (outline provided in HRC lobby). Visitors will be required to use alcohol based sanitizer upon entering. They will sign in and will be screened. **If the visitor fails the screening, they will not be permitted to visit.** Visitation (2 people/visit) will occur in predetermined areas that will be sanitized after each visit. Appointments will be 45 minutes with a 15 minute sanitization period. Visitors will be encouraged to wear a mask even when sitting behind the plexiglass partitions. Protocols for end of life/hospice situations will continue as described in phase 1. Compassionate care visits are permitted per facility policy and procedure. These visits are permitted based on the facility's determination that the in-person visit is necessary in the room to maintain the well being of the resident. Facility Nursing team determines whether the resident can have compassionate care visits.

Outdoor visitation is preferred even when the visitor and resident are fully vaccinated against COVID-19 because these visits generally pose a lower risk of transmission. Outdoor visiting areas are up to the discretion of the visitors. While visiting outdoors, visitors are required to follow the core principles of COVID-19.

For those residents who remain on the transition unit after their 14th day and remain asymptomatic, they will be allowed to utilize the restricted visitation areas of Conference room A and B.

For patients on the transition unit, they will visit at the end of the unit unless there is a COVID-19 positive patient in either room 183 or 184. Visitors will enter through the glass doors and remain separated by the resident with the plexiglass partition. In the event that we have a COVID-19 positive resident, residents on the transition unit would meet with their visitors either in the dining area of the 170-184 unit, or one of the two HRC Conference Rooms.

Fully vaccinated refers to a person who is 2 weeks or greater following the receipt of the second dose in a 2-dose series, or greater than two weeks following receipt of one dose of a single-dose vaccine. Indoor visitation will be limited when one of the following circumstances occur:

- 1. Unvaccinated residents, if the nursing home's COVID-19 county positivity rate is >10% and <70% of residents in the facility are fully vaccinated.**
- 2. Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met the criteria to discontinue TBP.**
- 3. Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine.**

Visitors shall not wander while visiting. If a resident has been fully vaccinated they can choose to have close contact (including touch) with their visitor while wearing a well-fitting face mask and performing hand-hygiene before and after. Visitation can still occur in an outbreak as long as the virus is contained to one area. When a new case of COVID-19 among residents or staff is identified, a facility should immediately begin outbreak testing and suspend all visitation, until at least one round of facility wide testing is complete.

<p>Rehabilitation</p>	<p>Asymptomatic AL and IL residents will be permitted to receive Medicare Part B services in the therapy gym. Max. 3 residents permitted in the gym at a time with social distancing standards (minimum of 6 feet, 10 ft preferred if possible) followed. All residents utilizing the therapy gym will be required to wear a well-fitted face mask for the duration of their visit. Prior to IL residents receiving therapy, a therapy employee will ensure that the resident has the appropriate COVID-19 screening completed. If they fail the screening, they will be asked to leave and follow up with their PCP. IL residents will not be permitted to wander throughout AL or HRC. They will enter the gym and once treated, will leave. Hand hygiene and mask wearing must be followed unless clinically contraindicated. Gym equipment should be properly disinfected between each resident. For those residents who remain on the transition unit after their 14th day and who are asymptomatic, they will be allowed to utilize the therapy gym with the precautions described above. Residents on the transition unit, ie rooms 172-182, will have the ability to go to the therapy gym to receive rehabilitation as long as the therapist utilizes the appropriate PPE for the visit and the population in the gym consists of all residents currently on the transition unit.</p>
<p>Essential Healthcare Workers</p>	<p>All EHP will be allowed to enter HRC 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 as well as the positivity rate in James City County. 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.</p>
<p>Dining</p>	<p>Tray service provided.</p>
<p>Activities/ Exercise</p>	<p>Activities will be held as long as the residents are able to maintain social distance and are asymptomatic of COVID-19 symptoms. Outdoor activities should be offered when weather permits. Symptomatic residents will remain in isolation. Appropriate hand hygiene must be followed and if the resident is able, a facemask should be worn. If unable to wear a mask, it should be reflected in the care plan. Proper hand washing and social distancing (minimum of 6 feet, 10 ft preferred if possible) must be followed. Face masks must be worn if able. Adherence to the core principles of COVID-19 are required.</p>

Access to Doig Health Club & Spa	<p>Health Club open with modifications: Resume normal hours for residents & employees: Sun 12p - 4p, M-F 6a - 6p, Sat 7a - 3p (no 24 hr. access to employees). No visitors on campus allowed to use health club; contracted instructors can return to provide services to residents/staff. Temp. checks and screenings for all. Control machine availability to social distance The following services will be open: woodshop, billiard table, art studio, personal training, special assistance appointments, massage therapy, majong, fitness assessments/orientation</p> <p>Outside community members return with the following restrictions:</p> <ul style="list-style-type: none">• Non-residents will be required to make reservations for use of the fitness room and there will be no more than three allowed at a time. Residents can continue to come without a reservation.• The hours of 10am - 2pm, Monday through Friday will be reserved for <i>resident only</i> use in the fitness room.• Exercise equipment and other high touch areas will continue to be cleaned frequently throughout the day.• Some group exercise classes may be reserved for residents only.• The pool will continue to have a maximum capacity of ten people.• All members will be required to stop at the front desk upon arrival for a Covid screening.• These guidelines may change at any time.
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Group Exercise Classes	Classes taught by employees in the health club can resume on a modified schedule (provided at Health Club front desk, on resident website & in First Mate) AL, MS, HRC classes resume Max. 15 per class , 6 ft apart Must wear mask in building, not during class Senior Shape Up returns to APAA, max 10
Indoor Pool/Hot Tub/Locker Rooms	Max. 15 in pool and classes; hot tub will remain closed per state guidelines Open locker rooms. The pool will close 15 minutes prior to the Health Club.
Flea Market	Beginning May 4, the following updates will go into effect: Shop hours: Tuesdays & Fridays from 11:00 a.m. to 3:00 p.m. Those wishing to come shop should reserve a shopping time by calling Judy Fuss at 757-903-7348. Masks are required while shopping. The Shops will be staffed, and shoppers should allow for 6' distancing while there. A couple living (and shopping) together counts as one person for purposes of scheduling.

Housekeeping

Phase 3

IL	Normal cleaning schedule resumes. Staff will be wearing masks & gloves. Social distancing (minimum of 6 feet, 10 ft preferred if possible) between staff and residents is required.
AL/HRC/MS	No changes to current housekeeping services.

Independent Living (Clinic)

Phase 3

Clinic Appointments	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.
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 now allowed on campus, must be screened at gate and wear masks.
Dementia Services	All staff have returned to the office. Additional services and programs are being added in conjunction with the Activities Department.

Information Technology

Phase 3

Resident Move-Ins/Transfers	IT staff continues set-up service with full PPE
Resident Support Calls	Multiple team members may provide on-site service for residents maintaining social distance with appropriate PPE

Marketing

Phase 3

Prospect Tours	Physical or virtual tours available. Prospects taking on-site tours will be pre-screened upon entrance. Prospects may drive separate from staff or, if both vaccinated and wearing masks, can drive together. No tours of homes with residents living in the home at this time.
Appointments	Walk-ins allowed after screening at gate.
Move-Ins/Move Outs	No self-quarantine required prior to move in.
Marketing Communications	First Mate 2x/week, Resident & Public Website-operational updates, K4 Connect Kiosks and TV. COVID hotline updated as needed.
Contractor Services	Contractors necessary to provide move in/out services will be allowed in after screening. Resident and contractor must wear masks at all times.
Guest Rooms in the Landing Building	No guest room reservations at this time.
Special Events	In-person meetings with max. 50 participants provided space allows for social distancing. Masks & social distancing (minimum of 6 feet, 10 ft preferred if possible) required. Require cleaning to be coordinated between housekeeping and meeting planner well in advance.

Memory Support (1/2)

Phase 3

Admissions	<p>Admissions allowed. Tours by appointment only. Screened at the front door, must wear a mask, and is taken directly to the apartment of interest and back to the front door. Only 2 friends/family members allowed to join them for tour.</p> <p>Move-in Process: Incoming resident will receive a rapid COVID test upon arrival.</p> <p>Move-in day: Two 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 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.</p> <p>For prospective residents, virtual tours are offered.</p>
Visitors	<p>Allowed visitation by appointment only. Only 2 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, residents will be escorted to visitation area. Visitation is 45 minutes to allow time for cleaning. Visitors are to wear masks while in building, in-transit; however masks may be removed once in resident rooms if both resident and visitor(s) are at least two weeks post-vaccination.</p>

Memory Support (2/2)

Phase 3

Dining	Memory Support kitchen open and served to residents in Memory Support. All CDC/VDH guidelines are being followed.
Beauty Salon at Assisted Living	Beauty Salon open for Memory Support Residents 2 days/week
Activities/exercise	Allow group activities while maintaining 6 feet apart in outdoor setting or room that accommodates distancing. No activities with shared items. Appropriate hand hygiene must be followed and if the resident is able, a facemask should be worn. If unable to wear a mask, it should be care planned. Trips outside of the community for non-essential purposes are permitted only for those who are asymptomatic. Proper hand washing and social distancing (minimum of 6 feet, 10 ft preferred if possible) must be followed.

Security

Phase 3

Deliveries from Family Members to HRC, AL, & MS Residents	Deliveries are made by the family member and dropped off with the receptionist at the respective locations.
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 to limit drivers contact with residents.
Furniture/Specialty Deliveries	Deliveries allowed to IL residents after screening at gate. Drivers must wear masks and social distance while on the property.
Normal Security Duties	Continue. <i>All visitors and contractors to HRC will be screened at the front gate by Security from 8PM-8AM, Monday thru Sunday.</i>

Transportation

Phase 3

Shuttle	Shuttle will operate with only 2 passengers at a time.
Medical Appointments	Resume normal routine medical appointments depending on waiting room procedures at doctors office but only 2 passengers at a time until further notice.
Grocery Shopping	Suspended. Residents asked to order staple items through the store.
Trips/Outings	Suspended.