



WILLIAMSBURG LANDING®

Phase 1 **REVISED** Reopening Plan

Effective January 8, 2021

Subject to change

Due to the increased prevalence and positivity rate in James City County (>15%) and an increase in staff cases (total of 7) since December 27th, we have revisited our three phase plan and in consultation with our medical team are implementing the steps outlined in the following pages effective January 7, 2021.

These measures will remain in effect through January 25, however this is a fluid plan and is subject to change.

Please note: our phases of reopening will NOT coincide with the Commonwealth of Virginia's 3-Phase Plan. Our plan has been customized to ensure the health and safety of our residents and staff. It is a fluid plan and subject to change over time.

Services (1/2)

Phase 1

Visitors to Independent Living (access)	Closed. Pre-approved Financial assistants will be allowed to go directly to resident homes (pre-approval comes from Greg Storer) Masks and social distancing required.
Library	The library will remain open. Please return all items promptly after use and place in designated areas. Returned items will be sanitized so please don't remove anything from those boxes.
Board Committee Meetings	In-person meetings with less than 10 participants. Masks and social distancing required. Require cleaning to be coordinated between housekeeping and meeting planner well in advance.
Mail Distribution/LB Reception Desk	LB Reception desk will continue to assist in stuffing resident mail cubbies with fliers or with posting "need to know" information at the front desk.
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	Open to employee's and residents with max of 3 people in store with mask & practicing social distancing; continued deliveries on Tuesdays and Thursdays.

Services (2/2)

Phase 1

Beauty Salon at the Landing Building	ONLY Landing Building salon will remain open. 1-2 stylist in the salon. Appointments are required. To make an appointment, call 253-9686. 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.
Reception	All guest room reservations will be cancelled effective 1/8/2021. 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 1

Classes/Group Activities	Suspended/virtual only
Outside Performers/ Speakers	Suspended
Outings/ Grocery Shopping/ Overnight Trips	Suspended
Billiards at the Landing Building	Suspended
Bridge Games	Suspended
Resident Led Clubs & Committee Meetings	Suspended

Adult Day

Phase 1

Participant and Staff Arrival	Closed
Visitors, Entertainers	Closed
Activities and Meals	Closed
Outings	Closed
Volunteers	Closed

Assisted Living (1/2)

Phase 1

Admissions	<p>Admissions on limited, as-needed basis, and restricted to a transfer from IL or HRC only. Pre-scheduled move-ins from the outside are allowed to proceed, but prospective resident given the option of postponing if they desire. 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. Only 1 friend/family member allowed to join them for tour.</p> <p>Move-in Process: Incoming resident will be asked screening questions in advance and document. If no concerns, resident will be recommended to stay quarantined in apartment for 3 days, with morning and evening temperature checks. If concerns, will recommend COVID test prior to admission.</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 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.</p> <p>For prospective residents, virtual tours are offered.</p>
Visitors	<p>Visitation is restricted except for essential health care team members, including Hospice services. All visitors are screened and required to wear a mask. For those residents at end-of-life, allowed max of 2 personal visitors at a time and visitation must occur in resident's room. Activity Department offering alternate means of communication via laptop and phone for "remote visits" for all other residents. Will offer window visits in AL conference room by appointment only. Window must remain closed.</p> <p>Residents with loved one in another level of care at WL will have first priority on appointments.</p>

Assisted Living (2/2)

Phase 1

Activities/ Exercise	Conducting 1:1 activities in residents' rooms, and video calls to families, as requested.
Beauty Salon at AL	Closed
Dining	Dining room closed, room service provided. Country Kitchen/Gathering Rooms closed.

Chaplain Services

Phase 1

Campus-Wide Services	<p>All in-person spiritual programming groups are suspended. Chaplains will continue to provide effective telecare ministry and the Lead Chaplain will provide in-person visits for urgent spiritual & emotional crises. In these cases the Chaplains will wear proper PPE and observe social distance rules.</p> <p>The Chaplains are providing a fervent prayer ministry for our residents and staff.</p> <p>Chaplains will continue to provide residents with “Electronic Pathways to Nurture Spiritual and Emotional Health” and daily “Oasis of Peace.”</p> <p>Chaplains have established a regular weekly schedule of recorded Worship and devotion programs on Channel 78 (see Week-at-a-Glance or Oasis of Peace for schedule).</p>
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Dining

Phase 1

Meal Deliveries	Delivery will be available with waived fee. Delivery orders should be placed by calling 585-7741. Deliveries will be made throughout the day and evening. Residents can ask for their food to be delivered during a specific block of time (ex. Lunch, Mid, Dinner). We will refine timing as we see volumes.
Carry Out	Carry out hours will be from 11:00am – 7:00pm Monday – Sunday. Current style carry-out menu will continue. Residents will be able to select menu items as they currently do. All menu items will be priced individually for those on declining balance as they currently are.
Main Dining Room	Closed
The Cove Cafe	Closed
AL Dining Room/Service	Dining room closed, room service provided. Country Kitchen/Gathering Rooms closed.
HRC Dining Room/Service	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 1

Work Orders	Continue operations as currently set forth for Facilities staff. Wear masks and practice social distancing.
Renovations	Contractors (if needed) are screened at security and report directly to work site. Use PPE when in contact with WL residents and staff.

Health & Rehabilitation Center

Phase 1

Admissions	All admissions will be required to have a negative COVID test prior to admitting. We will still be accepting admissions. Admissions will be considered "warm" upon entrance and will be placed in a private room with the appropriate PPE on the outside of the door. There will be no unit designated to a "warm" unit.
Visitors	No visitation except for essential healthcare personnel or visitors in end of life/hospice situations. When visiting, they must wear a mask and be screened prior to entry. Hospice visitors only visit with their loved one. The controlled visitation areas are not open. Visitors will be required to follow all principles of COVID 19 infection control.
Rehabilitation	No Part B services are being provided to residents of AL or IL in the therapy gym. All services are being provided in their apartment/home. The sitting area on 170-184 is utilized as a treatment space. For those who have transferred off, we are allowing a max of two residents in the gym at a time. They are using the gym in separate areas while there. When treating AL and IL residents, therapy staff will utilize full PPE. They will re-use their masks and face shields but throw away their gowns after each use. In HRC, the therapists will follow full PPE requirements in the "warm" rooms. Skilled Part A residents will be allowed to walk in the hallway for treatment purposes. They will wear masks at all times while in the hallway.
Essential Healthcare Workers	These include doctor's, WL staff, Psych services, hospice staff and private duty care aides. Other healthcare settings are also able to visit when evaluating current residents for discharge.
Dining	Dining room closed, room service provided. Asymptomatic residents may use Country Kitchen/Gathering Rooms to eat meals. No more than 3 residents in the room at a time and must be 6 feet apart.
Activities/ Exercise	Only 1:1 activities. Activities primarily revolve around assisting residents with Google Duo calls.

Group Exercise Classes	Suspended
Health Club & Spa + Indoor Pool	Closed
Bocce, Pickleball & Tennis	Closed
Outside Community Memberships	Suspended
Flea Market	Closed

Business Office/Billing	Fully staffed, face to face meeting with residents or employees by appointment only or via phone. No more than 1 customer at a time. Payments should be deposited in the drop-box in front of the Landing Building.
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Housekeeping

Phase 1

IL	No changes to current housekeeping services. If residents wish to suspend services temporarily, please call housekeeping.
AL/HRC/MS	No changes to current housekeeping services.

Independent Living (Clinic)

Phase 1

Clinic Appointments	Sentara Medical Group staff is taking appointments and will determine type of visits based on issue. No walk ins permitted
Podiatry Appointments	Suspended
Audiology Appointments	Per Audiology Group
Caregivers	Only those assisting with ADLs are approved to be on campus
Dementia Services	Suspend all in-person group activities and return to offering programs and support groups virtually or one-on-one in a resident's room as necessary for all campus including IL.

Information Technology

Phase 1

Resident Move-Ins/Transfers	Site work with no one else present.
Resident Support Calls	Technician support to be provided via phone call. Only serious issues are to be addressed in person.

Marketing

Phase 1

Prospect Tours	Temporarily suspended
Appointments	No walk-ins at this time. Scheduled appointments only. Pre-screened and masks required.
Move-Ins/Move Outs	Allowed as scheduled, screening upon entrance, request to self-quarantine 7 days prior to moving in.
Marketing Communications	First Mate Tuesday & Thursday, Resident & Public Website-operational updates, K4 Connect Kiosks and TV. Phone conferences with Greg/Vernon/Lisa for IL residents every other week and phone conference calls to Depositors monthly or as needed. COVID weather hotline and COVID website block 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. No Flea Market Services available.
Guest Rooms in the Landing Building	Suspended
Special Events	Suspended

Memory Support (1/2)

Phase 1

Admissions	<p>Admissions on limited, as-needed basis, and restricted to a transfer from IL or HRC only. Pre-scheduled move-ins from the outside are allowed to proceed, but prospective resident given the option of postponing if they desire. 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. Only 1 friend/family member allowed to join them for tour.</p> <p>Move-in Process: Incoming resident will be asked screening questions in advance and document. If no concerns, resident will be recommended to stay quarantined in apartment for 3 days, with morning and evening temperature checks. If concerns, will recommend COVID test prior to admission.</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 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.</p> <p>For prospective residents, virtual tours are offered.</p>
Visitors	<p>Visitation limited to essential vendors and health care providers i.e. Remedi pharmacy techs, Legacy Care NP, Deer Oaks psych NP, Hospice staff, family members limited to Hospice residents or who are imminent end of life, limited to 2 per Hospice resident and must be screened. Will provide mask and confine to resident's apt. Will allow window visits by appointment only with resident on screened porch and guest in entrance vestibule. Window must remain closed.</p> <p>Current WL residents who have loved one in MS will have first priority on appointments.</p>

Memory Support (2/2)

Phase 1

Dining	Seated one resident per individual table.
Beauty Salon at Assisted Living	Suspended
Activities/exercise	1:1 activities, no group activities

Security

Phase 1

Deliveries from Family members to IL, HRC, AL & MS Residents	Deliveries are made by Security personnel and other staff as assigned.
Deliveries from common carriers, newspapers, medicine deliveries	Deliveries are made by carriers.
Furniture/Special Deliveries	Please try to reschedule. If unable need clearance. Please see Administration.
Normal Security Duties	Continue performing normal duties wearing appropriate PPE.
Newspaper Deliveries	Outside vendor to deliver papers.

Transportation

Phase 1

Shuttle	Shuttle service, with only one passenger at a time for carry out meal service only. Resident and Driver must wear masks at all times.
Medical Appointments	Urgent appointments only, depending on waiting room procedures at Dr's office but only one passenger at a time until further notice. Masks to be worn by driver and resident.
Grocery Shopping	Suspended. Residents asked to order staple items through the store.
Trips/Outings	Suspended