



WILLIAMSBURG LANDING®

# Phase 2 Reopening Plan

Effective September 3, 2020

*Subject to change*

The Leadership team has mapped out a projected, three-step phased reopening plan which is to be outlined in three consecutive documents. We will set a date for phase 3 when appropriate. These plans will be posted to the resident and public websites and a hard copy provided to all receptionists.

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

# Phase 2

<b>Visitors to Independent Living (access)</b>	Visitors of independent living residents are permitted under the following guidelines: residents <b>MUST</b> call the front desk of the Doig Health Club & Spa <b>757-564-1128</b> 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. <b>All visitors will need to obtain a parking pass which must remain in their car windshield for the duration of their visit.</b> Visitors will be limited to 4 at a time. Visitors will be permitted to stay overnight. 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.
<b>Library</b>	The library in the Landing Building will be open with the following restrictions: Hours 11-3 M-F, only 2 people at one time allowed while practicing social distancing (minimum of 6 feet, 10 ft preferred if possible) and wearing a facemask. No newspapers, magazines or computer usage. No sitting or reading allowed. Returns: books, AV material and donations will be placed in boxes at the library entrance and quarantined for 72 hours before being put back into circulation. Borrow only, no sign out required.
<b>Board Committee Meetings</b>	In-person meetings with less than 25 participants. 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 Cont.

## Phase 2

<b>Bank Opening</b>	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.
<b>Store Openings</b>	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.
<b>Beauty Salon at the Landing Building</b>	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.
<b>Newspaper Delivery</b>	Newspaper delivery resumes with normal carrier.

# Activities

**Call 565-6529 for all reservations**

# Phase 2

<b>Classes/Group Activities</b>	<p>Screening upon entry to class. Max 10 participants per class/group activity, residents bring their own supplies.</p> <p>Reservations can be made by calling Activities Office, seating restricted to 10 tables with 10 chairs - 10 feet apart in respective location, mask required. All equipment sanitized before and after each event.</p> <p>Refreshments provided by Activities using individualized portions.</p>
<b>Outside Performers/ Speakers</b>	<p>Strolling Musicians throughout neighborhoods (10 minute increments/neighborhood). Curbside viewing, residents must stand minimum of 6 feet, 10 ft preferred if possible.</p> <p>Schedule to be announced in advance. Performers/speakers will be screened at the gate.</p>
<b>Outings</b>	<p>Limited to 8 residents. Residents to be screened prior to leaving. Bus is sanitized before and after each trip.</p> <p>Local bus ride limited to 1 hour. Masks &amp; social distancing (minimum of 6 feet, 10 ft preferred if possible) required on and off bus.</p>
<b>Bocce/Pickleball/ Tennis</b>	<p>Courts now open. Social distancing (minimum of 6 feet, 10 ft preferred if possible) required. Masks required <i>for bocce only</i>. Limited seating for spectators.</p>
<b>Billiards at the Landing Building</b>	<p>No reservations required. Sanitizer station. Masks required. Residents would be asked to sanitize equipment after use.</p>
<b>Bridge Games</b>	<p>Suspended</p>
<b>Resident Led Clubs &amp; Committee Meetings</b>	<p>Limited to 25 participants. 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.</p>

# Adult Day

# Opening September 4, 2020

# Phase 2

<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>	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.
<b>Activities and Meals</b>	To allow for social distancing, the following maximum numbers will be allowed in these rooms: Gathering Room: 20, Activity Room: 12, Living Room: 12 Art Studio: 8, Billiard Room: 6, Parlor: 2, Quiet Room: 3. Tables and/or chairs will be spaced at least 6 feet apart.
<b>Outings</b>	Limited outings that allow for appropriate social distancing will be taken on an "to be determined" basis.
<b>Volunteers</b>	Closed.

## Admissions

**Admissions** from outside of the WL community will be accepted.

**Tours** will be conducted by appointment only, no more than 2 people permitted in the tour party at a time, must be screened at the door and wear a mask, will only be taken to predetermined vacant apartments of interest. Tours may not enter occupied residences, and will follow specific tour route determined by the department.

**Move-in Process:** Incoming residents will be asked screening questions in advance. Resident will be required to have a COVID - 19 test day after move in and remain in apartment pending the results. We will take morning and evening temperature checks while waiting for COVID results.

**Move-in Day:** 2 friends/family members may arrive with the resident on move-in day and they must remain in the apartment while assisting resident. All parties (movers included) must be screened at the front door, wear a mask, and utilize the most direct route from the unloading area to the apartment. Movers must wear face masks at all times and social distancing (minimum of 6 feet, 10 ft preferred if possible) should be practiced to the best extent possible. Guests should not congregate in common areas during this move-in period, and make every reasonable effort to limit contact with other residents. Once the move-in process is complete, friends/family members are required to leave the premises and may schedule a time to visit their loved one at another time under the Visitation Guidelines for Phase 2. No overnight guests are permitted.

<b>Visitors</b>	<p>Visitors allowed, with restrictions. Visitation by appointment only 7 days a week, from 10AM and 3PM daily. Appointment time slots are 10AM, 11AM, 1PM, 2PM, 3PM, 4PM, 5PM, 6PM. Length of visit 45 minutes to allow 15 min sanitization process per CDC guidelines. 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 - <a href="mailto:dmartin@williamsburglanding.com">dmartin@williamsburglanding.com</a>) or Jackie Stiles - (<a href="mailto:jstiles@williamsburglanding.com">jstiles@williamsburglanding.com</a>). Only 2 visitors per resident at a time. All parties must be wearing a mask, sign into the visitation log upon entering and use hand sanitizer. Visitors and residents will not be required to wear mask once in designated locations and behind plexiglass partitions but when exiting will need to place mask back on.</p>
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<b>Activities/ Exercise</b>	Conducting 1:1 activities in residents' rooms. Group activities with max. of 6 participants, maintaining distance of 10 ft for outdoor setting or indoor rooms that accommodate this distance. No shared items. For all activities, residents and staff must wear face masks and practice proper hand hygiene.
<b>Beauty Salon at Assisted Living</b>	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.
<b>Dining</b>	Dining room opens for Asymptomatic residents while maintaining social distancing. Those residents wishing to continue with room service that too will be provided. Asymptomatic residents may continue to use Country Kitchen/Gathering Rooms to eat meals while maintaining 6 feet apart. (Effective 8/31/2020)
<b>Travel</b>	If traveled out of state, when you come back you should monitor symptoms, wear a mask and practice social distancing (minimum of 6 feet, 10 ft preferred if possible).

# Chaplain Services

# Phase 2

<b>Campus-Wide Services</b>	<p>All in-person spiritual programming groups are suspended. Chaplains will continue to provide effective <b>telecare ministry</b> and will provide in-person visits for urgent spiritual &amp; emotional crises. In these cases the Chaplains will wear proper PPE and observe social distance rules.</p> <p>Chaplains are providing “<b>Prayer Rounding Ministry</b>” walking the halls of the community, with masks on, praying for our residents and staff.</p> <p>Chaplains will continue to provide residents with “<b>Electronic Pathways to Nurture Spiritual and Emotional Health</b>” and daily “<b>Oasis of Peace.</b>”</p> <p>Chaplains have established regular weekly schedule of recorded Worship and devotion programs on <b>Channel 81 (see Week-at-a-Glance or Oasis of Peace for schedule).</b></p>
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# Development

# Phase 2

**Fundraising**

One on one visits, if donor is amenable. Small events of less than 25 possible. Socially distanced, masks required.

# Dining

# Phase 2

<b>Meal Deliveries</b>	Continental Breakfast and choice of 1 meal entree is delivered between 8am-9am every morning. If lunch is requested, that will be included. Culinary team will call residents and get their menu selections 3 days in advance.
<b>Main Dining Room</b>	Closed for renovations.
<b>The Cove Cafe</b>	Closed for renovations.
<b>AL Dining Room/Service</b>	Dining room opens for Asymptomatic residents while maintaining social distancing. Those residents wishing to continue with room service that too will be provided. Asymptomatic residents may continue to use Country Kitchen/Gathering Rooms to eat meals while maintaining 6 feet apart. All CDC/VDH guidelines are being followed.
<b>HRC Dining Room/Service</b>	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.
<b>Memory Support</b>	Food prepared on premises.

# Facilities Management

# Phase 2

<b>Work Orders</b>	Return to regular maintenance repair and Preventative Maintenance operations. Continue use of PPE in occupied dwellings and residential units.
<b>Renovations</b>	Contractors are screened at security and report directly to work site. Use PPE when in contact with WL residents and staff.

<b>Admissions</b>	<p>If PPE levels are adequate, we will begin accepting admissions from the hospital who are in need of strict isolation protocols not related to COVID-19. Transition unit will still be operational. Criteria for transitioning a resident from another LTC Facility or home to HRC include the following:</p> <ol style="list-style-type: none"><li>1. Move to the 170-184 unit prior to transferring to permanent room.</li><li>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.</li><li>3. Obtain a panel of labs prior to the transfer to include CBC, CMP, lactic acid and procalcitonin.</li></ol>
<b>Visitors</b>	<p>Restricted visitation permitted. Visitors will enter through the main lobby doors of HRC/AL. Visitors will be required to use alcohol based sanitizer upon entering. They will sign in and will be screened with the same criteria that the staff members are being screened by. Visitation 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. Two visitors at a time will be allowed to ensure social distancing. Protocols for end of life/hospice situations will continue as described in Phase 1.</p>
<b>Rehabilitation</b>	<p>Asymptomatic AL residents will be permitted to receive Medicare Part B services in the therapy gym. A maximum of 3 residents would be treated in the therapy gym at a time with social distancing standards (minimum of 6 feet, 10 ft preferred if possible) followed. IL residents are not permitted in the gym and will receive Medicare Part B services in home/apartment. Hand hygiene and mask wearing must be followed unless clinically contraindicated.. Gym equipment should be properly disinfected between each resident.</p>

<b>Essential Healthcare Workers</b>	Hospice CNAs would be allowed to come back with screening and masks. Hospice Chaplains and Social Workers will still be restricted. Barber/Beautician services will be offered as long as they are provided services in accordance to the CDC guidelines. A baseline testing of EHP will be conducted and at least one follow up testing. CNA students will be allowed to re-enter the facility with screening, documented COVID education and proper infection control protocols.
<b>Dining</b>	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. Regular silverware will be utilized in phase two rather than disposables.
<b>Activities/ Exercise</b>	Activities will be held as long as the residents are socially distanced and asymptomatic No more than 6 residents will be allowed to attend an activity. 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. 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. Face masks must be worn if able.

# Doig Health Club & Spa

## Phase 2

<b>Outdoor Pool</b>	Resume normal operation: Open 6a-8p daily, no lifeguard. Open swim. 10 tables/10 chairs spaced for distancing. Masks must be worn while sitting in area, not while in pool. Residents only.
<b>Group Exercise Classes</b>	Classes taught by employees in the health club can resume on a modified schedule AL, MS, HRC classes resume Max 8 per class, 10ft apart Must wear mask in building, not during class Senior Shape Up returns to APAA, limit 8 Schedule to be announced in First Mate or call the Health Club and Spa
<b>Access to Doig Health Club &amp; Spa</b>	Health Club open with modifications: Resume normal hours for residents only: Sun 12p - 4p, M-F 6a - 6p, Sat 7a - 3p Temp. checks and screenings for all. Control machine availability to social distance Some indoor classes resume The following services <b>will be open</b> : woodshop, billiard table, art studio The following services <b>will remain closed</b> : Majong, personal training, special assistance appointments, massage therapy, fitness assessments/orientation, employees/outside community members
<b>Indoor Pool/Hot Tub/Locker Rooms</b>	Max 10 in pool and classes; hot tub will remain closed per state guidelines Open locker rooms
<b>Outside Community Memberships</b>	Suspended



# Housekeeping

# Phase 2

<b>IL</b>	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.
<b>AL/HRC/MS</b>	No changes to current housekeeping services

# Independent Living & Home Care Services (Clinic) 565-6525

## Phase 2

<b>Clinic Appointments</b>	Sentara Medical Group staff is taking appointments and will determine type of visits based on issue. No walk ins permitted.
<b>Podiatry Appointments</b>	No services at this time, call the Clinic for referral resources.
<b>Audiology Appointments</b>	Services anticipated to resume in September. Call the Clinic with any questions.
<b>Caregivers</b>	Caregivers now allowed on campus, must be screened at gate and wear masks
<b>Dementia Services</b>	Virtual meetings provided, will follow meeting protocols of 5-8 people in attendance, wearing masks and social distancing
<b>Private Duty Home Care</b>	Continues
<b>WL Home Health</b>	Continues

# Information Technology

# Phase 2

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

# Marketing

# Phase 2

<b>Prospect Tours</b>	Physical or virtual tours available. Prospects taking on-site tours will be pre-screened upon entrance, all parties wear masks and drive in separate cars.
<b>Appointments</b>	Walk-ins allowed after screening at gate.
<b>Move-Ins/Move Outs</b>	No self-quarantine required prior to move in.
<b>Marketing Communications</b>	First Mate 2x/week, Resident & Public Website-operational updates, K4 Connect Kiosks and TV. Paper flyers in dining bags only for critical info. COVID hotline updated as needed.
<b>Contractor Services</b>	Contractors necessary to provide move in/out services will be allowed in after screening. Resident and contractor must wear masks at all times.
<b>Guest Rooms in the Landing Building</b>	Reservations being taken by Landing Building Receptionist for stays starting 10/1/20. WL reserves the right to cancel reservations in accordance with COVID-19 reopening plan adjustments.
<b>Special Events</b>	In-person meetings with less than 25 participants. 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

Opening September 8, 2020

Phase 2

<b>Visitors</b>	Allowed visitation by appointment only. Only 2 visitors per resident. Visitation will be in selected areas in Adult Day (except for Hospice). Location (a) Adult Day Conference Room (b) Adult Day Break Room, (c) Adult Day small office across from Receptionist. All visitors are screened, will enter in the Adult Day reception area, will be escorted to assigned location and resident will be escorted by Memory Support staff to area for visitation. Visitation is 45 minutes to allow time for cleaning. Residents and visitors wear, gloves and mask during visit.
<b>Dining</b>	Dining with two residents per seating while upholding social distancing with residents that are asymptomatic.
<b>Beauty Salon at Assisted Living</b>	Beauty Salon open for Memory Support Residents 2 days/week
<b>Activities/Exercise</b>	Allow 6:1 activities while maintaining 10 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 2

<b>Deliveries from Family Members to HRC, AL, &amp; MS Residents</b>	Deliveries are made by Security personnel and other staff as assigned.
<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 after screening at gate. Drivers must wear masks and social distance while on the property.
<b>Normal Security Duties</b>	Continue operations.

# Transportation

# Phase 2

<b>Shuttle</b>	Shuttle will operate with only 2 passengers at a time.
<b>Medical Appointments</b>	Resume normal routine medical appointments depending on waiting room procedures at doctors office but only 2 passengers at a time until further notice.
<b>Grocery Shopping</b>	Suspended
<b>Trips/Outings</b>	Limited to 8 residents. Residents to be screened prior to leaving. Bus is sanitized before and after each trip. Local bus ride limited to 1 hour. Masks & social distancing (minimum of 6 feet, 10 ft preferred if possible) required on and off bus.

## Other

## Phase 2

<b>Travel</b>	No travel restrictions. Residents are responsible for self-monitoring. Seek medical attention and self-quarantine if symptoms arise.
<b>Flea Market</b>	Items for sale will be posted on the WL Flea Market website. Arrangements will be made between parties to see and pick up items in a designated areas. There will be no admission to their respective “storefront areas/”