



WILLIAMSBURG LANDING®

# Phase 1 Reopening Plan

Effective June 10, 2020

*Subject to change*

Updated 7/31/2020 3:30 PM

The Leadership team has mapped out a projected, three-step phased reopening plan which is to be outlined in three consecutive documents. Phase 1 will begin **Wednesday, June 10th** and continue until further notice. We will set dates for phases 2 and 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 (1/2)

## Phase 1

<b>Visitors to Independent Living (access)</b>	Visitor access will remain closed. Pre-Approved visitors (caretakers approved by Nancy Barhite) will need to sign in at the security gate and if entering LB, HRC or AL, they must also sign in with the receptionist. Pre-approved Financial assistants will be allowed to go directly to resident homes (pre-approval comes from Nancy Barhite) Masks and social distancing required.
<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 20 participants. Masks and social distancing required. Require cleaning to be coordinated between housekeeping and meeting planner well in advance.
<b>Mail Distribution/LB Reception Desk</b>	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.
<b>Bank Opening</b>	Reopening on <b>June 22</b> , <i>pending no new cases</i> . Those entering the branch must enter one at a time. Customers & bank employees must wear a mask. Customers must sanitize their hands upon entering. Bank employees will sanitize the desk upon exit and allow the next client to enter. Necessary exceptions will be made if a client needs assistance.
<b>Store Opening</b>	Landing Building store is open (beginning June 22) to residents and employees with max of 3 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.

## Services (2/2)

## Phase 1

<b>Beauty Salon at the Landing Building</b>	Salon will open for all services except roller sets. Appointment only (253-9686). All beauty salon staff and clients are required to wear masks. All chairs will be spaced 6 ft. apart. All chairs, stations and supplies will be cleaned between clients and each client will receive a clean cape. There will be one stylist on duty.
<b>Newspaper Delivery</b>	Staff will deliver to MS, RC, EC door-to-door service, front desk at HRC and LB. Newspaper company delivers to remaining homes.

<b>Classes/Group Activities</b>	Screening upon entry to class. Max 5 participants per class or group activity, residents bring their own supplies. Reservations can be made by calling Activities Office. Seating restricted to 5 tables with 5 chairs - 10 feet apart in respective location. Masks required. Refreshments may be served by Activities using paper products.
<b>Outside Performers/ Speakers</b>	Strolling Musicians throughout neighborhoods (10 minute increments). Curbside viewing, residents must stand 10-feet apart. Schedule to be announced in advance.
<b>Outings/ Overnight Trips</b>	Suspended
<b>Billiards at the Landing Building</b>	Max. 2 participants. Reservations required. Screening upon entry. Masks and social distancing required. Equipment will be sanitized by the Activities team before and after use. Sanitizer station at entrance inside room.
<b>Bridge Games</b>	Suspended
<b>Resident Led Clubs &amp; Committee Meetings</b>	Limited to 20 participants. Masks and social distancing required. Call Activities to reserve space. Meeting rooms sanitized before and after each meeting.

# Adult Day

# Phase 1

<b>Participant and Staff Arrival</b>	Closed
<b>Visitors, Entertainers</b>	Closed
<b>Activities and Meals</b>	Closed
<b>Outings</b>	Closed
<b>Volunteers</b>	Closed

# Assisted Living (1/2)

# Phase 1

<b>Admissions</b>	<p><b>Admissions</b> on limited, as-needed basis, and restricted to a transfer from IL or HRC only. 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.</p> <p><b>Move-in Process:</b> 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><b>Move-in day:</b> 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. <b>No guests</b> 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 <b>prospective residents</b>, virtual tours are offered.</p>
<b>Visitors</b>	<p><b>Visitation is restricted</b> except for essential health care team members, Hospice service providers and families of residents who are at end of life. Max. 2 at a time, restricted to resident's room. All visitors are screened and required to wear a mask.</p> <p>Activity Department offering <b>alternate means of communication</b> via laptop and phone for "remote visits" for all other residents.</p> <p>Will offer window visits (for internal residents only) by appointment only. Residents with loved one in another level of care at WL will have first priority on appointments. Implementation of window visits is in progress. Contact information for appointments will be provided when program begins.</p>

## Assisted Living (2/2)

## Phase 1

<b>Activities/ Exercise</b>	Conducting 1:1 activities in resident's room. Group activities with max. of 3 participants, maintaining distance of 10 ft for outdoor setting or indoor rooms that accomodate this distance. No shared items. For all activities, residents and staff must wear face masks and practice proper hand hygiene.
<b>Beauty Salon at AL</b>	Closed
<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.



# Chaplain Services

# Phase 1

<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 are working to establish regular schedule of recorded worship and devotion programs on <b>Channel 81.</b></p> <p>Will begin to offer outdoor small groups and prayer walking small groups. No more than 10 per group with a maximum of 30 minutes per meeting. Social distancing required.</p>
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# Dining

# Phase 1

<b>Meal Deliveries</b>	Continental Breakfast and choice of 1 meal entree is delivered between 8a-9a 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 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>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>	Resume normal operations.

# Facilities Management

# Phase 1

<b>Work Orders</b>	<p>Only work orders of a high priority or emergency need will be filled. Facilities office staff will call the resident prior to the technicians arrival. Residents will be asked to stay in another room or allow staff to enter when they are not home. All appropriate PPE will be utilized.</p> <p>No outside vendors are permitted unless for work that is unable to be performed by in-house staff and of a sufficiently important nature.</p>
<b>Renovations</b>	<p>Contractors (if needed) are screened at security and report directly to work site.</p> <p>Use PPE when in contact with WL residents and staff.</p>
<b>Meal Delivery</b>	<p>Facilities staff temporarily reassigned to assist with meal deliveries.</p>

# Health & Rehabilitation Center

# Phase 1

<b>Admissions</b>	Currently only accepting admissions directly from the hospital. Not accepting referrals that are on isolation. All new admissions are required to go to the transition unit for 14 days.
<b>Visitors</b>	<p><b>Visitation is restricted</b> except for essential health care team members, Hospice service providers and families of residents who are at end of life. Restricted to resident's room. All visitors are screened and required to wear a mask.</p> <p>Will offer window visits (for internal residents only) by appointment only. Residents with loved one in another level of care at WL will have first priority on appointments. Implementation of window visits is in progress. Contact information for appointments will be provided when program begins.</p>
<b>Rehabilitation</b>	The therapy gym is only open to the residents of HRC who have spent at least 14 days on the transition unit and have transferred off because they were asymptomatic. AL and IL residents in need of Medicare Part B services are receiving therapy in their home/apartment. Patients on the transition unit are treated on the unit. Residents who have transferred off of the transition unit are allowed to utilize the therapy gym with a max of 2 at a time while maintaining proper social distancing.
<b>Essential Healthcare Workers</b>	These include doctors, WL staff, psych services and hospice nurses. Other healthcare settings are also able to visit when evaluating current residents for discharge.
<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.
<b>Activities/ Exercise</b>	Only 1:1 activities. Activities primarily revolve around assisting residents with Google Duo calls.

<b>Health Club &amp; Spa</b>	<ul style="list-style-type: none"><li>● Mask wearing is required inside building</li><li>● Practice Social Distancing: maintain 6 feet of separation from others</li><li>● Areas available for Residents<ul style="list-style-type: none"><li>○ Fitness Room</li><li>○ Indoor Pool (Not including Hot Tub)</li><li>○ Locker Rooms</li><li>○ Art Studio</li><li>○ Billiards Room</li><li>○ Wood Shop</li><li>○ Ping Pong</li></ul></li><li>● Restricted use of Lounge area to reduce gatherings<ul style="list-style-type: none"><li>○ Includes water station, coffee, television, computer, etc.</li></ul></li></ul>
<b>Lobby</b>	<ul style="list-style-type: none"><li>● Daily COVID-19 Temperature and Symptom Screening upon entry</li></ul>
<b>Locker Rooms</b>	<ul style="list-style-type: none"><li>● Limited lockers available (10)</li><li>● Showers, sinks, and toilets are limited to help with social distancing</li><li>● Towels will be available<ul style="list-style-type: none"><li>○ Bringing your own towel is encouraged</li></ul></li></ul>

<b>Fitness Room</b>	<ul style="list-style-type: none"><li>● Mask required except while on machine</li><li>● Maximum Attendance: 10 people</li><li>● Maintain a distance of 6 feet from others: at least one machine of separation<ul style="list-style-type: none"><li>○ Excluding those that live under the same roof</li></ul></li><li>● Bring your own headphones: headphones will not be provided</li><li>● Clean your own equipment before and after each use</li><li>● Staff will be deep cleaning all equipment twice daily</li></ul>
<b>Indoor Pool</b>	<ul style="list-style-type: none"><li>● Maximum Attendance: 10 people</li><li>● Maintain a distance of 6 feet between others</li><li>● Equipment will not be provided: bringing your own equipment is encouraged</li><li>● Hot Tub is not available for use</li><li>● Pool is currently being serviced: temperature of pool may vary</li></ul>
<b>Outdoor Pool</b>	<ul style="list-style-type: none"><li>● Beginning August 5th, the outdoor pool will be open 6 am-8 pm every day.</li></ul>

<b>Group Exercise</b>	<p>Land Based Classes</p> <ul style="list-style-type: none"><li>• Refer to Class Schedule: there are updates to previous schedule</li><li>• Maximum Attendance: 10 people</li><li>• Bring your own resistance band to class when necessary</li></ul> <p>Aquatic Classes</p> <ul style="list-style-type: none"><li>• Refer to Class Schedule: there are updates to previous schedule</li><li>• Maximum Attendance: 10 people</li><li>• Maintain a distance of 6 feet between others</li></ul> <p>Senior Shape-Up</p> <ul style="list-style-type: none"><li>• Located in Alvin P Anderson Auditorium on Monday, Wednesday &amp; Friday</li><li>• Classes will be held at 9:30 am and 10 am</li><li>• Only 10 people allowed in each class</li></ul>
<b>Bocce, Pickleball &amp; Tennis</b>	<ul style="list-style-type: none"><li>• All resume normal hours</li><li>• For Bocce, call the Health Club to make a reservation &amp; please wear masks</li></ul>
<b>Access to Doig Health Club &amp; Spa</b>	Residents only
<b>Outside Community Memberships</b>	Suspended

# Housekeeping

# Phase 1

<b>IL</b>	<p>Cleaning &amp; disinfecting homes to include bathrooms &amp; kitchens.</p> <p>After all IL homes are completed, the deep cleaning will follow which includes, dusting, cleaning floors, baseboards, bathrooms, kitchens, bedrooms, all common areas.</p> <p>Windows will be done when regular cleaning resumes.</p> <p>Staff will be wearing masks &amp; gloves. Social distancing between staff and residents is required.</p>
<b>AL/HRC/MS</b>	<p>No changes to current housekeeping services.</p>



# Independent Living & Home Care Services (Clinic)

## Phase 1

<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>	Per RHS & Dr. Muller
<b>Audiology Appointments</b>	Per Audiology Group
<b>Caregivers</b>	Only those assisting with ADLs are approved to be on campus
<b>Dementia Services</b>	Virtual meetings provided
<b>Private Duty Home Care</b>	Continues
<b>WL Home Health</b>	Continues

# Information Technology

# Phase 1

<b>Resident Move-Ins/Transfers</b>	IT staff continues set-up service with full PPE
<b>Resident Support Calls</b>	One technician per day providing on-site service with PPE. Attempt to work with residents remotely and/or put resident requests in an "after lockdown" queue.

# Marketing

# Phase 1

<b>Prospect Tours</b>	Virtual tours provided. Prospects taking on-site tours will be pre-screened upon entrance, both parties wear masks
<b>Appointments</b>	No walk-ins at this time. Scheduled appointments only. Pre-screened and masks required.
<b>Move-Ins/Move Outs</b>	Allowed as scheduled, screening upon entrance, request to self-quarantine 7 days prior to moving in.
<b>Marketing Communications</b>	First Mate M-F, Resident & Public Website: operational updates, K4 Connect Kiosks and TV. Paper flyers in dining bags only for critical info. Phone conferences with Greg/Vernon/Lisa for IL residents every other week. 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. No Flea Market Services available.
<b>Guest Rooms in the Landing Building</b>	Suspended
<b>Special Events</b>	Suspended

# Memory Support

# Phase 1

<b>Visitors</b>	<p><b>Visitation is restricted</b> except for essential health care team members. Hospice service providers and families of residents who are at end of life. Max. 2 at a time, restricted to resident's room. All visitors are screened and required to wear a mask. Will offer window visits (for internal residents only) by appointment only. Residents with loved one in another level of care at WL will have first priority on appointments. Implementation of window visits is in progress. Contact information for appointments will be provided when program begins.</p>
<b>Dining</b>	Seated one resident per individual table.
<b>Beauty Salon at Assisted Living</b>	Suspended
<b>Activities/exercise</b>	Allow 3:1 activities while maintaining 10 feet apart in outdoor setting or room that accommodates distancing. No activities with shared items.

# Security

# Phase 1

<b>Deliveries from Family members to IL, 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>	Deliveries are made by Security personnel and other staff as assigned
<b>Normal Security Duties</b>	Continue performing normal duties wearing appropriate PPE

# Transportation

# Phase 1

<b>Shuttle</b>	Beginning August 5th, transportation will transport 2 people <i>to and from the health club</i> at a time. Please call 565-6548 to request a ride.
<b>Medical Appointments</b>	Appointments only, depending on waiting room procedures at doctors office. Only one passenger at a time until further notice. Masks to be worn by driver and resident.
<b>Grocery Shopping</b>	Suspended
<b>Trips/Outings</b>	Suspended