
NEXT STEPS

TO: Westminster Canterbury Richmond Residents, Employees, Family, Trustees and Friends
FROM: John Burns, President and CEO
SUBJECT: Our Next Steps to Restart, Reengage and Reopen
DATE: May 21, 2020

As Westminster Canterbury Richmond considers our next steps in response to the COVID-19 pandemic, we continue to approach the situation with an abundance of caution. Our top priority is serving all our residents – Independent Living, Assisted Living and Mary Morton Parsons Health Center – to ensure a safe and healthy elderhood. While the pandemic has been a strain on all of us, we remain committed to a plan that will protect everyone while beginning to reintroduce services, spaces and activities that mean so much in our daily lives.

Our next steps will not be easy. We will move forward in small, nuanced steps that give us time to make sure we stay safe. We will follow guidance from the Governor, Virginia Department of Health (VDH), Centers for Disease Control and Prevention (CDC) and Centers for Medicare and Medicaid Services (CMS). Due to the vulnerability of seniors, our plans will lag behind those of Virginia and our local governments. We will keep a close eye on COVID-19 testing data and the positivity rates in our specific region – Henrico and Richmond – to guide us. Our steps will be slow and deliberate – and we will be prepared to reverse course if and when new cases are identified.

With that spirit, today we announce our first two steps toward a long-term plan to carefully RESTART programs and services on our campus, REENGAGE with one another on campus and REOPEN ourselves to the community outside our campus.

We are relying on you to be our partners in this critical time! We must hold true to the shared values that have helped us be successful in staying healthy so far. These will be our constant theme as we take next steps:

1. Abundance of Caution
2. Personal Responsibility
3. Safer at Home
4. Wear Masks
5. Social Distancing
6. Infection Prevention

Abundance of Caution

This has been our motto since we began planning for the coronavirus pandemic in February. We have heard from many residents who appreciate this approach and are committed to continuing it for the duration of the pandemic. Unfortunately, older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19. Because many of those we serve fall into this category, we will maintain our position of an abundance of caution.

Personal Responsibility

People infected with COVID-19 can expose others even if they are not showing symptoms. As we begin to open spaces on our campus, it is critical that each individual stays up-to-date on new guidelines and follows them.

Safer at Home

While some spaces on campus will be available on a limited basis, we are safest when we are in our own homes. The Governor's *Forward Virginia Blueprint* recommends that everyone, especially vulnerable populations, is safer at home. All residents should stay within their areas of living. Independent Living residents may move within public areas of the campus. Assisted Living residents may move within Assisted Living and are encouraged to go outside for exercise and fresh air. **Parsons Health Center remains closed to visitors under CMS guidance.** In our first steps, we are not opening the campus to outside visitors nor allowing residents to leave campus except for few exceptions such as using Westminster Canterbury transportation for medical appointments and drive-through banking and for off-campus employment. Residents are also reminded that visiting with family members along the fence is not permitted. Please continue to connect via phone and video chat.

Wear Masks

As of Tuesday, May 26, it is mandatory for everyone on campus to wear a mask when you are around other people. Masks protect both the wearer and everyone else from exposure. They are our best defense against spreading infection. One cloth mask per resident is available from Resident Services by calling ext. 6082. It is important to wear your mask correctly and wash it regularly. Please read the attached "How NOT to Wear a Mask" article from *The New York Times* for detailed instructions.

Social Distancing

At all times, maintain at least six feet of space between you and others **everywhere you go**. As small group activities are hosted indoors, group size should be limited to six people given space constraints on campus. For outdoor activities, group size should be limited to ten people or fewer with adequate space in between.

Infection Prevention

Handwashing and enhanced cleaning and disinfecting are critical ways we can limit the spread of infection. Please review, know and follow the attached VDH Prevention Tips. Hand sanitizer will be available for use when entering shared spaces. Avoid touching your eyes, nose or mouth with unwashed hands. Know the symptoms of COVID-19 and stay home if you are experiencing them. Our teams will regularly disinfect spaces.

With all these shared values in mind, here are Westminster Canterbury's first steps toward restarting programs and services. Please know that if the circumstances on campus or in the broader community change, there may be changes to these plans. We promise to communicate transparently and often.

Step One

On Tuesday, May 26, Westminster Canterbury will open a few spaces and services.

- Main Street Salon and Avalon Salon open with limited availability by appointment only. Call ext. 6281 to make an appointment and learn more about the guidelines.
- McGue-Millhiser Arts Studio and Gordon Woodworking Shop open for limited hours. Sarah Abernathie is reaching out to resident artists and woodworkers to share details. Call ext. 6268 with questions.
- Clinic services resume with additional precautions. All regular providers will be providing services with limited availability by appointment only.
- Packages will be delivered to desks for resident pick-up.
- Residents with employment may return to work with restricted protocol in coordination with Resident Services. Call ext. 6082 if you have questions.

Step Two

On Monday, June 1, additional spaces and services will open.

- Fitness Center and Aquatic Center available for limited hours by appointment only. Phone lines for appointments will open on Tuesday, May 26.

- Fitness Center – call ext. 6669 for an appointment. Leave a message indicating preferred day, time and equipment. We will return your call.
- Aquatic Center – call ext. 6539 for an appointment. Leave a message indicating preferred day and time. We will return your call.
- Outpatient Rehab resumes on a limited basis.
- Small group activities by Pastoral Care and Recreation resume for groups of six or fewer.
- Regular Pastoral Care visitation resumes in Assisted Living.
- Mobile dog groomers may be permitted on campus in coordination with Resident Services at ext. 6082.
- Marketplace Billiards Room reopens with enhanced cleaning protocols. Courtyard Billiards Room will reopen as soon as needed repairs are completed.

Next Steps

Westminster Canterbury will keep a close eye on data, recommendations from the Governor and progress with these initial steps as we plan for what is next. In the coming days and weeks, we will communicate timing for our next steps, which may include the following:

- Promenade Dining opens on a limited basis by reservation only
- Galleria opens
- Pharmacy opens
- Additional Transportation services
- Safe visitation opportunity for Parsons Health Center residents
- Visitation spaces for Independent Living and Assisted Living residents with outside guests
- Business and Resident Services Offices open
- Housekeeping services resume on a regular schedule

Remember that the following ongoing services continue to be available.

Meal and Grocery Delivery Options – see attached

Grocery Deliveries from Family and Friends

Family members or friends may deliver groceries for residents every Monday, Wednesday and Friday, 1-3 p.m., to the Azalea Parking Lot. It is easiest if the groceries are in brown paper bags. Bags must be labeled with resident names and apartment numbers. Please ask family and friends to avoid packing heavy bags and fragile items like vases. Drivers shuttle the groceries for delivery every fifteen minutes during the delivery window.

Library Services

Residents may access the Tower Library and DVD collection in the Arts Studio. Please practice social distancing.

Transportation Services

Transportation to medical appointments and financial institutions is available by filling out blue Transportation Request forms and returning to the Center or Tower desks. Regular fees apply. Banking must be conducted through the drive-through window. Call ext. 6263.

FaceTime, Skype and Zoom

The Information Technology (IT) department manages FaceTime, Skype and Zoom requests for Independent Living residents who do not have a personal iPad or tablet. If you wish to make a FaceTime, Skype or Zoom appointment with your loved one, please coordinate the date and time with them and then call the Resident Technology Hotline at ext. 4026 to schedule your appointment. Provide at least a 24-hour notice. Scheduled calls should last approximately 15 minutes. Recreation staff are available to coordinate appointments for residents in Assisted Living and Parsons Health Center.

How NOT to Wear a Mask

Wearing a face mask takes some getting used to. To get the most benefit, you need to avoid these common mistakes.

By Tara Parker-Pope

Almost overnight, masks in a variety of colors, styles and materials have appeared on the faces of people around us. While it's good news that many people are doing their part to slow the spread of coronavirus, the bad news is that many people are wearing their masks wrong.

“Wearing a mask takes some getting used to, for sure,” said Dr. Scott Segal, chairman of anesthesiology at Wake Forest Baptist Health. “You are probably wearing it exactly right if it's a little stuffy.”

One of the biggest mistakes people make is that they fidget with their masks, and pull them under their noses or completely off their faces to rest under their chins.

“You should absolutely not be pulling up and putting down your mask while you're out,” said Shan Soe-Lin, a lecturer at the Yale Jackson Institute for Global Affairs. “If you're going to go to the trouble of using a mask, leave it on.”

Here are the dos and don'ts of wearing a mask.

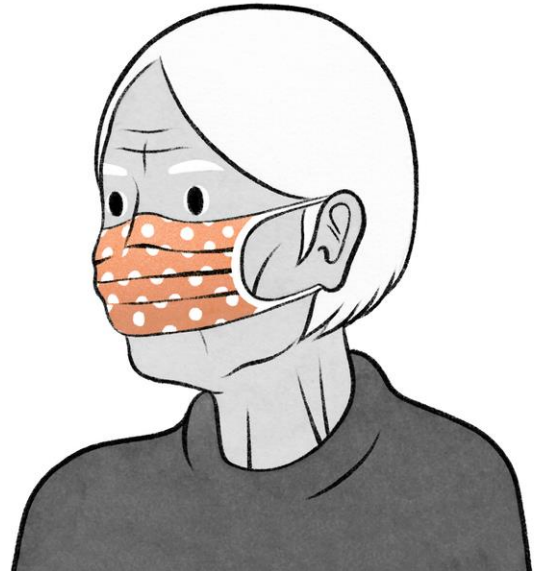
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DON'T: Wear the mask below your nose.



✘

DON'T: Leave your chin exposed.



✘

DON'T: Wear your mask loosely with gaps on the sides.



✘

DON'T: Wear your mask so it covers just the tip of your nose.





DON'T: Push your mask under your chin to rest on your neck.



DO: Wear your mask so it comes all the way up, close to the bridge of your nose, and all the way down under your chin. Do your best to tighten the loops or ties so it's snug around your face, without gaps.



And once you've figured out the correct position for wearing your mask, follow these tips to stay safe:

- Always wash your hands before and after wearing a mask.
- Use the ties or loops to put your mask on and pull it off.
- Don't touch the front of the mask when you take it off.
- For apartment dwellers, put the mask on and remove it while *inside your home*. Elevators and stairwells can be high-contamination areas.
- Wash and dry your cloth mask daily and keep it in a clean, dry place.
- Don't have a false sense of security.

Masks offer limited protection, and work better when combined with hand washing and social distancing. "It's not that one excludes the other," said Dr. Siddhartha Mukherjee, assistant professor of medicine at Columbia University. "They compound the effects of the other."

ILLUSTRATIONS BY ELENI KALORKOTI

A State of Emergency Has Been Declared for Virginia in Response to COVID-19

[Virginia Department of Health](#) > [Coronavirus](#) > [Prevention Tips](#)



Prevention Tips

Do Your Part to Help Stop the Spread of COVID-19 by Staying at Home As Much As Possible.

- We are all safer at home, especially those who are at higher risk of [severe illness](#). This means that you should stay at home as much as possible to protect yourself, your family, and your community.
- It is important to keep at least [6 feet apart](#) between yourself and others. Wear a [cloth face covering](#) when keeping 6 feet apart is difficult, such as in stores or other public places. Wash your hands often, stay home if you are sick, and disinfect high-touch surfaces. These all are very important ways to help prevent the spread of COVID-19.
- If you are sick, even just a little bit sick, stay home and separate yourself to prevent spreading illness to others.

For additional information see [Isolation, Quarantine, Movement Restrictions and Public Health Monitoring](#)

Practice Social Distancing.

- If you have to go out, stay at least 6 feet away from others.
- Do not gather in groups. Stay out of crowded places and avoid mass gatherings.
- Limit close contact with others outside your household in indoor and outdoor spaces.

For additional information see [Practicing Social Distancing During COVID-19](#)

Wash Your Hands Frequently to Limit the Spread of Germs.

- Wash your hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains at least 60% alcohol, rubbing your hands together for at least 30 seconds until they are dry. Soap and water should be used if hands are visibly dirty.
- Clean your hands often, especially after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.
- Avoid touching your eyes, nose, or mouth with unwashed hands.

For additional information see: [How Can I Avoid Getting COVID-19?](#)

Wear Cloth Face Coverings in the Community.

- The most important way to protect others and yourself from getting COVID-19 is by staying home as much as possible and staying at least 6 feet apart from others when you go out in public places.
- You could spread COVID-19 to others even if you do not feel sick. Wear a cloth face covering when you are in public places, such as the grocery store, where it may be difficult to keep at least 6 feet apart from others.
- Face coverings are not needed for going outside by yourself to take a walk or work in your garden, etc.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unable to remove the mask without help.

Learn more about [Cloth Masks and Cloth Face Covers](#).

Know the Signs and Symptoms of COVID-19.

- The virus is thought to spread mainly person-to-person through respiratory droplets produced when an infected person coughs, sneezes, or talks. Therefore, it spreads between people who are in close contact with one another (about 6 feet) or by touching a surface or object where these droplets have landed. Some recent studies have suggested that COVID-19 may be spread by people who are not showing any signs or symptoms.
- People with COVID-19 usually have mild to severe respiratory illness. These symptoms may appear 2-14 days after exposure to the virus:
 - Fever
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Muscle pain
 - Sore throat
 - New loss of taste or smell
- Not everyone with COVID-19 will have all symptoms and fever might not be present.
- If you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs may include: trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse, bluish lips or face.

If you have a medical emergency, call 911. Notify the operator that you have or might have, COVID-19. If possible, put on a face covering before medical help arrives.

For additional information see [What to Do if You Are Sick](#)

Avoid Contact With People Who Are Sick.

- If you are caring for someone at home who is sick, have the person stay in one room, away from other people and pets, as much as possible.

For additional information see [Exposure to COVID-19](#)

Prepare Your Home and Family for COVID-19.

- Create a [household plan of action](#) with your household members, relatives, and friends. Make plans to telework, what to do about childcare needs, plans for pet care should you get sick, and how to adapt to cancellation of events.
- Create an emergency contact list and identify aid organizations in your community.
- Plan ways to care for people in your life that are at a [higher risk of getting very sick](#) from this illness such as older adults and people who have serious chronic medical conditions.
- Get extra supplies such as soap, tissues, cleaning supplies, non-perishable (shelf stable) food items, and pet food. If you or a household member has a chronic condition and regularly take prescription drugs, talk to your doctor, pharmacist, and insurance provider about keeping an emergency supply of medications at home. Look to helpful resources, such as this [VDH Pandemic Preparedness Checklist](#).
- Choose a room in your home that can be used to separate sick household members from those who are healthy. Identify a separate bathroom for the sick person to use, if possible.
- Talk with your family about COVID-19. Fear and anxiety about a disease are overwhelming and cause strong emotions in both children and adults. Learn more about things you can do to support yourself and your family [here](#).

For additional information see [Daily Life and Coping](#)

Clean and Disinfect Frequently Touched Surfaces.

- Frequently touched surfaces include phones, keyboards, toilets, faucets, sinks, tables, countertops, light switches, doorknobs, cabinet handles, etc.
- Most common EPA-registered household disinfectants will work. Use disinfectants appropriate for the surface.
- Other options are to use diluted household bleach solutions if appropriate for the surface by mixing 5 tablespoons (1/3rd cup) bleach per gallon of water, or simply use soap and water or an alcohol solution with at least 60% alcohol. Follow manufacturer's instructions for application and proper ventilation. **Never** mix household bleach with ammonia or any other cleanser.

For additional information see [Cleaning and Disinfecting Your Home](#)

For More Information:

- Visit CDC's COVID-19 website ["Prevent Getting Sick"](#)
- Read VDH's [FAQs](#)
- Call VDH COVID-19 hotline at 877-ASK-VDH3

Page last reviewed: May 14, 2020

Please remove this page and keep it for your reference.
Dining and Pantry menus are delivered with *The Westminster Canterbury Tales*.

Grocery Orders

Westminster Canterbury will take your order, and Publix will fill the order by shopping for you. Our staff will deliver your orders.

- Weekdays starting at 9 a.m., call ext. 6262. or email groceryrequest@wcrichmond.org.
- Phone line closes each day once 25 orders are received.
- Orders placed Monday - Thursday deliver the next day. Orders placed Friday deliver the following Monday.
- There may be a longer turnaround time for orders placed by email.
- Please categorize by produce, dairy, meat, canned, frozen, etc.
- Limit list to 15 items.
- Some items or brands may not be available. Let us know if substitutions are acceptable.
- Publix will shop for you, groceries will be delivered by our staff.
- Resident accounts will be charged for groceries, including an additional \$5 shopping fee from Publix for this service.

Ukrop's Delivery

Log on to Touchtown Community Apps, click on the Social Media & Web app, then click on the Ukrop's Food Delivery link. The link will take you to their site where you can order and pay for your purchases. Orders placed before noon on Wednesday will be delivered on Friday. Orders placed after noon on Wednesday will be delivered the following week on Friday. You may also order by going to <https://ukropshomestylefoods.com/shop/>

Meals from Dining

- To request a meal call ext. 6259
- Leave your name, apartment number, phone number and order.
- Indicate if you have food allergies
- Dining staff will return unanswered calls.

HOURS OF ORDERING MEALS: Breakfast 6:30 a.m. to 9 a.m., delivery begins at 7:30 a.m.; Lunch, 10 a.m. to 1 p.m., delivery begins at 11:30 a.m.; Dinner, 3 to 7 p.m., delivery from 5 to 7 p.m. If you haven't received your meal by 6:45 p.m. please call ext. 6259.

Pantry Delivery

- To place an order call ext. 1510
- Leave your name, apartment number, phone number and order
- You will NOT receive a confirmation call
- Tower, Garden and Glebe deliveries will only be made on Friday afternoons. Orders must be placed by Thursday.
- Courtyard and Homes on the Green deliveries will only be made on Tuesday afternoons. Orders must be placed by Monday.

Wine Delivery Service

- To place an order call ext. 1510
- Leave your name, apartment number, phone number and order
- Please be aware no confirmation calls will be made
- Deliveries made Tuesday and Friday afternoons
- Tuesday orders due Monday night
- Friday orders due Thursday night
- Five Bottle Maximum Order