
NEXT STEPS – DETAILS OF STEPS THREE

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: Updated June 4, 2020

Westminster Canterbury Richmond is grateful for your support and understanding as we carefully navigate our next steps in response to the COVID-19 pandemic. This memo has been updated since May 21 to remind you of our overall guidelines, the spaces and services made available in Step One and Step Two and more details of our plan for Step Three and beyond. Our approach beginning with Step Three will shift from protective, with the goal of keeping the virus out of the resident population, to being responsive to potential new Independent Living resident cases.

As Westminster Canterbury 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, we outline our 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 off-campus community.

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. We 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 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.** Please continue to connect via phone and video chat.

As Independent Living residents begin to travel off campus for essential business and medical appointments, there is risk of being exposed to COVID-19 off campus. Those who choose to stay on campus will need to protect themselves from employees and residents who travel off campus. If residents leave campus, they should wear a mask, practice social distancing at all times and wash their hands frequently. If you feel unwell, please stay home and self-quarantine until you can be seen by the Clinic or your physician.

Wear Masks

As of Tuesday, May 26, it is mandatory for everyone on campus to wear a mask when around other people. The Commonwealth of Virginia began requiring face coverings in public indoor settings on Friday, May 29. 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 refer to the "How NOT to Wear a Mask" article from *The New York Times* for detailed instructions. <https://nyti.ms/2JUP6J7>

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. If residents test positive for COVID-19, those who have come into contact with them may be quarantined and tested. Employee offices are closed to walk-in visitors for the foreseeable future. Please call ahead to schedule an appointment.

Infection Prevention

Handwashing and enhanced cleaning and disinfecting are critical ways we can limit the spread of infection. Please review, know and follow the VDH Prevention Tips found here: <https://www.vdh.virginia.gov/coronavirus/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 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. As of June 4, some Assisted Living activities that were restarted have now been suspended during their quarantine due to an employee testing positive for COVID-19. We promise to communicate transparently and often.

Suspended Activities

- Avalon and The Gables Salons are closed.
- Regular in-person Pastoral Care visitation has paused in Assisted Living.
- Visitation for couples who reside in separate areas of Independent and Assisted Living is suspended.
- Memory support therapies in music, art and horticulture in Monticello and The Gables are suspended.

Step One – Tuesday, May 26

- Main Street Salon open with limited availability by appointment only. Call ext. 6281.
- McGue-Millhiser Arts Studio and Gordon Woodworking Shop open for limited hours. Call ext. 6268.
- Clinic services resume with additional precautions. Call ext. 6231.
- 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.

Step Two – Monday, June 1

- Fitness Center and Aquatic Center available for limited hours by appointment only. Fitness Center – call ext. 6669 for an appointment. Aquatic Center – call ext. 6539 for an appointment.
- Outpatient Rehab resumes on a limited basis. Call ext. 5397.
- Small group activities by Pastoral Care and Recreation resume for groups of six or fewer.
- Mobile dog groomers may be permitted on campus in coordination with Resident Services at ext. 6082.
- Marketplace Billiards Room is open.
- A weekly Tunes on Tuesdays series features VCU Jazz performers on the Ellipse and in the Courtyard Garden on Tuesdays at 11 a.m. through June.
- Dry cleaning services through Puritan Cleaners and Handcraft Cleaners are available.

Step Three – Monday, June 8

Independent Living residents may leave campus for essential personal business and medical appointments. Management will not define what is essential. Rather, residents will determine what is essential for them.

- Upon returning to campus, residents should enter the Main Entrance in the lane closest to the Gatehouse for temperature screenings. A log of residents returning to campus will be maintained to help with contact tracing if an outbreak occurs. This applies to all residents, including those driving, walking or biking off campus. If residents return with a fever or symptoms, they will return to their apartment and be evaluated by the Clinic.
- If residents travel off campus overnight, for personal or medical reasons, they will go under quarantine and be tested for COVID-19 after five days. Once they receive a negative test result, their quarantine will end. If residents do not want to be tested for COVID-19, they enter 14-day quarantine when returning to campus. Please notify Resident Services at ext. 6082 if you plan to be away overnight.
- If two residents leave campus together, both should wear masks and will be screened upon return.

Transportation will offer services for a fee for residents who do not drive to go off campus for essential personal business and medical appointments. Residents who use transportation to go off campus and leave the vehicle will be screened upon return. Call ext. 6263.

Galleria will reopen with limited services.

Next Steps – date undetermined

Because of recent positive COVID-19 diagnoses in a resident and an employee, the date of our next steps is currently undetermined. Westminster Canterbury will keep a close eye on data, recommendations from the

Governor and on-campus circumstances as we plan for what is next. In the coming weeks, we will communicate timing for next steps, which may include the following:

- Structured, scheduled, safe visitation for Independent and Assisted Living residents with their family members will be available. This is still in the planning phase. Details will be shared later.
- A plan for structured, scheduled, safe visitation for Parsons Health Center residents is ready. This visitation is currently prohibited and cannot begin until Centers for Medicare and Medicaid Services (CMS) allows it.
- The Arts Studio and Woodworking Shop will have expanded hours and be available to Assisted Living residents.
- Massage services will resume in an alternate location.
- Live Updates will be reduced to three briefings per week.
- Promenade Dining opens on a limited basis by reservation only.
- Pharmacy opens.
- Housekeeping services resume on a regular schedule.

Remember that the following ongoing services continue to be available.

Meal and Grocery Delivery Options

- Publix grocery orders by calling ext. 6262 or emailing groceryrequest@wcrichmond.org
- Ukrop's Delivery by visiting <https://ukropshomestylefoods.com/shop/>
- Dining meal delivery by calling ext. 6259
- Pantry and Wine Delivery by calling ext. 1510

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.

Library Services

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

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. Call the Resident Technology Hotline at ext. 4026 to schedule your appointment. Recreation staff are available to coordinate appointments for residents in Assisted Living and Parsons Health Center.

Resident Vehicle Service

If your vehicle needs service, please follow these steps.

- If you have a dead battery, contact Ethan Wilburn, Transportation Supervisor, at ext. 6263, to coordinate getting your battery jumped by Westminster Canterbury staff.
- If your vehicle needs gas, you may fill it beginning June 8 when residents are permitted to travel off campus for essential business. It is recommended to wear gloves and sanitize your hands after pumping gas.
- If you have other service needs such as bodywork, mechanical issues or inspection, you have two options. If your service tech can come to campus, you may make arrangements by calling ext. 6079 for assistance. If your service tech cannot come to campus to pick up your vehicle, you may take it off campus beginning June 8 if you consider it an essential task.

Please refer to *The Westminster Canterbury Tales*, Touchtown Community Apps and TV971 for more details on ongoing programs and services.