
WESTMINSTER CANTERBURY WEEKLY SUMMARY – AUGUST 12, 2021 – 3 P.M.

John Burns

COVID-19 Updates

The Centers for Medicare and Medicaid Services (CMS) positivity rate for Henrico County is currently 8.6%, an increase from last week. According to the Centers for Disease Control and Prevention (CDC), the level of community transmission in our area is high.

A total of five employees have tested positive for COVID-19 since the end of July. Four remain off campus recovering in quarantine. Thankfully, these employees followed our current Westminster Canterbury policies regarding testing and quarantine and did not expose residents or other employees. We continue to require masks indoors in public spaces for all visitors, employees and contractors. It is highly recommended that residents wear a mask indoors when around others, though not required currently. It is also recommended that residents wear a mask when in the community off campus for extra protection since the level of community transmission is high. Masks are required for everyone in all Westminster Canterbury healthcare settings.

Our Incident Command team continues to meet weekly to review the latest guidelines and determine whether policies need to be updated to help keep Westminster Canterbury safe and healthy. If circumstances change or we receive updated guidance from CMS, CDC or the Virginia Department of Health (VDH), we will provide updates at a future *Westminster Canterbury Weekly* and other methods.

We are closely following the news on whether third doses of the Pfizer and Moderna COVID-19 vaccines are going to be recommended. Currently the discussion centers around those who are immunocompromised. The CDC is also discussing the possibility of issuing guidance about a booster for all vaccinated individuals at some point. We are in touch with our pharmacy providers regarding the process for getting booster shots when they are available. As was announced in June, vaccination will be required for all Westminster Canterbury employees as of September 1. Other organizations in senior living and other industries are also beginning to require it. Currently, 90% of staff are fully vaccinated or have their first dose of vaccination. A small percentage have a health or religious accommodation. A small number have or will decline vaccination and resign. We are taking this step to protect our community.

Dining

Outside family members and guests will be able to join residents for dining beginning Monday, August 16. This will be available by reservation only and limited to tables of two or four. This includes the Marketplace for breakfast, lunch or dinner, or Kathleen's for dinner only. For reservations in the Marketplace for breakfast, lunch and dinner, please call ext. 6030. For reservations in Kathleen's for dinner only, call ext. 1514. Reservations are accepted up to seven days in advance.

Dentist

We are actively recruiting for a new dental practice to replace Dr. Lucas, who no longer provides dental services in our onsite Clinic. For those who use Dr. Lucas' services, we have a new address and phone number for his practice. If you would like this information, it is available in the Clinic and will be in the August 26 issue of *The Westminster Canterbury Tales*.

Strategic Planning

Westminster Canterbury's next round of Strategic Planning began in June. Nine work groups are diving into a variety of topics that are important to our future. Each work group includes staff, members of the Corporate and Foundation Boards and residents.

One of the work groups is focused on communications. A Communications Survey will be sent to residents, family members, staff and the wait list. Residents will find the Communications Survey in your boxes on Monday. The survey will also be available on the Touchtown Community App under *Tales* and provided as a digital link for those who prefer to fill it out online. Please return the survey by Wednesday, August 25. Your feedback is important to us and will help us design future communications.

Windley Gravatt

Workforce Update

Westminster Canterbury is increasing our employee minimum pay rate to \$15.00 per hour as part of our fiscal year 2022 budget that begins October 1, 2021. Our industry currently faces significant workforce challenges. Competitive wages have risen to the top as an immediate priority that can help us work toward addressing these challenges. We hear about pay concerns in exit interviews and from residents. Thank you to residents for your concern and support for our employees.

Market pressures also affect our recruitment to fill open positions and retention of our existing valuable employees. The competitive market is paying higher rates and moving quickly towards \$15.00. By increasing our minimum wage to \$15.00, we will be competitive in the Richmond market, move to the forefront of our industry and accomplish the minimum wage that will be required by Virginia beginning in 2026.

The areas that will be impacted most are our three biggest departments, Dining, Housekeeping and Healthcare, as well as the Child Development Center and Security. Increasing the minimum wage and resolving compression in these five areas has an impact on nearly 50% of employees.

The second half of this project is compression that occurs when the wages of new employees to the organization begin to approach the same rates as those who have been employed here for many years. We want to acknowledge and support employees who have a longer tenure. Our current plan is to begin to address this across all departments, correcting pay inequities. We would like to address as much as the budget will allow this year, but we will not be able to fix all of it. Employees who are experiencing compression can expect an increase in October 2021, October 2022, and possibly into fiscal year 2024.

We believe the morale boost and competitive edge this will give Westminster Canterbury will be felt widely. This project has been met with resounding support from many residents. We are grateful for your understanding and support in this very important effort.

Glendon Kemp

Parking Changes on Monday, August 16

We look forward to beginning construction of our new parking deck that will add approximately 400 spaces, plus additional parking surrounding it, solving our current parking challenges.

Watch the video to see images.

On Monday, August 16, the Parsons Health Center Parking Lot will close. Most staff will park in the Employee Parking Lot by Cochrane Pond and the Employee Temporary Parking Lot. Visitors who would normally park in

the Parsons Health Center Lot may park in the Avalon Parking Lot or the Visitor spaces in the Employee Parking Lot. Employees and visitors have been provided additional information and maps to help with this change. We ask that residents please help us by reminding your private duty personnel that they may not park in spaces marked for visitors and residents. They may park in areas designated for staff. Our Security team will be available to assist with questions.

The Parsons Health Center, Child Development Center and The Gables and Monticello entrances will remain open for emergency access and pick up/drop off.

We are taking many steps to make the new parking lot safe. It is located on the piece of the Azalea Mall property purchased by Westminster Canterbury a few years ago. This is very different from the Azalea parking lot where employees previously parked and were shuttled to campus.

The temporary parking lot was newly constructed to be available during the construction of the Parking Deck. This piece of land owned by Westminster Canterbury is fully fenced in and connected to our existing property. There is additional fencing around the new parking lot. Our employees will enter the parking lot through a driveway located in the existing Employee Parking Lot next to Cochrane Pond. A new sidewalk connects directly from the new parking lot to the sidewalk that leads to the Avalon screening station.

The new parking lot has many of the same safety features as the rest of our campus, including additional lighting, security cameras that will monitor the area 24 hours a day, and additional rounds by our Security team. We will be installing an emergency call box in the coming weeks.

There is a new construction entrance to Westminster Canterbury from Dumbarton Road, entering Westminster Canterbury Way at the back of the campus. This area will also be monitored and secured by our construction crews and Security team. On days when there are large construction vehicles, there will be flaggers to help manage traffic.

Please avoid the construction areas for your safety. We will share photos and video updates at *Westminster Canterbury Weekly*.

Whitney Woodruff

Recreation Update – Venue Transportation

Venue transportation for the 2021-2022 season will be available. Westminster Canterbury provides transportation for residents to favorite cultural arts performances downtown such as the Richmond Symphony, Richmond Ballet and Virginia Opera. We offer door-to-door service, eliminating the need for residents to park downtown.

This year, we will use charter buses for this service. The cost will be comparable to previous years. Because of the change, we must have 20 residents sign up for each venue date, or a bus will not be provided. Registering for venue transportation can be done outside of Whitney Woodruff's office beginning today.

Please plan for alternative transportation options in case we do not receive the minimum of 20 resident signups per event. Please note that these will be unstaffed events. Residents must be able to board and exit the charter bus independently. You must purchase venue tickets directly from the specific venue box office, not through Westminster Canterbury, which is only providing the transportation. If you have questions, please contact Whitney Woodruff at 264-6058.

Lynn McClintock

Philippians 2:5-8

In your relationships with one another, have the same mindset as Christ Jesus: Who, being in very nature God, did not consider equality with God something to be used to his own advantage; rather, he made himself nothing by taking the very nature of a servant, being made in human likeness. And being found in appearance as a man, he humbled himself by becoming obedient to death – even death on a cross!

Prayer for our Community – Richard Rohr

Loving God, you fill all things with a fullness and hope that we can never comprehend. Thank you for leading us into a time where more of reality is being unveiled for us all to see. We pray that you will take away our natural temptation for cynicism, denial, fear and despair. Help us have the courage to awaken to greater truth, greater humility and greater care for one another. May we place our hope in what matters and what lasts, trusting in your eternal presence and love. Listen to our hearts' longings for the healing of our suffering world [*Please add your own intentions...*] Knowing, good God, you are hearing us better than we are speaking, we offer these prayers in all the holy names of God. Amen.