



Coronavirus Response: In-Home Visitation & Holiday Plans

With the gradual re-opening of the Village going well, including outside visits for Independent Living, Care Center, and Medical Center residents, we are looking ahead – cautiously – to the late fall and winter months. **Our plans, detailed below, are subject to change, depending on any developments. However, we are planning to welcome in-home visitors to campus *with stipulations* starting Monday, November 2, 2020.** Please note that all plans and services are at the discretion of administration and will be altered as necessary.

IN-HOME VISITATIONS *for* INDEPENDENT LIVING

We will welcome visitors within Independent Living residents' own homes with certain stipulations, including:

- **Residents must understand that there is an inherent risk to inviting others to campus, even in one's own home. This risk applies not only to the resident who is visited, but also to ALL members of the Village community, including other residents and staff. Should a case of COVID-19 be identified on campus, visitations will be canceled immediately.**
- For the safety of other Village residents and staff, visitors/guests invited to campus by an IL resident must visit ONLY in that resident's home. **Guests will not be permitted in ANY common area, except elevators and in traveling between the resident's home and the parking lot.** Guests should use the shortest distance between these locations to enter and exit the building. Common areas, including hallway common spaces next to laundry rooms, will remain closed.
- To keep enclosed spaces as safe as possible, elevator use will be restricted to those who live in or are visiting the same household.
- Residents are responsible for sanitizing their homes after a visitor has been present. Housekeeping will NOT be available to clean/sanitize other than the normal, scheduled cleanings. Housekeeping will be focusing extra attention on elevators, as well **Carolina Village recommends that residents sanitize their homes THOROUGHLY after any visitor. We also encourage all community members to remain vigilant and adhere to best practices, such as frequent hand-washing, using elbows to press elevator buttons, not sharing enclosed spaces with others outside of one's own household, etc.**
- **Visitors must also bear responsibility for their presence on campus.** Visitors will be required to sign a Visitor Informed Consent & Assumption of Risk form prior to entering campus. They will also be given take-home instructions to call ILS should they experience ANY symptoms of illness within 14 days of their visit. This is in service to their loved one and the entire community. Should the visitor experience symptoms, the resident will be quarantined for 14 days or until a negative COVID-19 test is secured.
- **Overnight guest stays are not permitted, even in the resident's apartment or cottage.** Additionally, Carolina Village guest rooms will remain closed through 2020 and their status will be reassessed in early 2021.
- Please note that longer visits with family are permitted off of Carolina Village campus, at your own discretion and risk. Residents wishing to be picked up by a non-resident should complete the Campus Visitor form on the Hub (under "Forms") or at the front desk (during normal hours) AT LEAST 24 hours



before the visitation. **This form is how Security will know to allow your visitor on campus. All others will be turned away.**

- Masks must be worn by all parties during visitations and social distancing of at least 6 feet between individuals is very highly recommended.
- Residents will no longer be quarantined for off-campus overnight stays OTHER THAN medical stays at a hospital/urgent care facility/possible exposure or testing for COVID/etc. Continue to inform ILS of those circumstances.
- The 16+ age restriction for visitors will be lifted as of November 2, 2020. Guests of all ages may visit residents on campus. Employees' children, however, should not visit campus until further notice.
- **HOW TO SIGN UP FOR IN-HOME VISITS**
 - Residents wishing to welcome guests in their homes **MUST complete an In-Home Visitor form and return it to the front desk IN ADVANCE based on this schedule:**

If visit will occur this day:	Form must be turned in by this preceding day:	By this time:
Sunday	Friday	Noon
Monday	Friday	Noon
Tuesday	Monday	Noon
Wednesday	Tuesday	Noon
Thursday	Wednesday	Noon
Friday	Thursday	Noon
Saturday	Friday	Noon

- **Carolina Village staff will NOT be able to add any visitor to the visitor list until the resident or visitor completes the In-Home Visitor form.**
- The form will be available on the Hub, in the "Coronavirus Response" module, and at the front desk by October 23, 2020.
- The front gate will only allow onto campus those visitors who are on the schedule. Security will screen and log the visitor, so please inform your visitors to expect this routine, which may take a few minutes but will assist with contact tracing in the event of a COVID-19 case on campus.

OUTSIDE VISITATION for CARE CENTER & MEDICAL CENTER

We will continue to welcome visitors to Care Center and Medical Center residents OUTSIDE, ON A SCHEDULED BASIS. **Effective November 2, 2020, we will lift the age restriction, welcoming visitors of all ages who are scheduled to visit.** To sign up, contact Stephanie Eaves (Care Center) at 828-233-0645 or Paula Stepp (Medical Center) at 828-233-0619.

HOLIDAY PLANS

Carolina Village will operate differently this year, in terms of the holiday season. Changes will include:

- **Halloween**
 - There will NOT be trick-or-treating on campus this year. Carolina Village will not welcome children to campus until November 2, 2020.



- Watch the Hub for festive and safe celebration alternatives.
- **Election Day**
 - The Board of Elections manages voting at Carolina Village, but we encourage everybody to adhere to 6' distancing and to wear a mask at all times when voting and/or around others.
 - The polls will be open from 6:30 a.m. until 7:30 p.m.
- **Veterans Day**
 - We will not have a Veterans Day program this year, to avoid a mass gathering of people. We salute all members of the military family and thank you for your service.
- **Thanksgiving**
 - The Dining Room will remain at its current 50% capacity. However, Maria Rich and her team are planning alternatives to ensure that Village residents have an enjoyable, delicious holiday meal in the safest way possible. Please see *The Dish*, attached to this document, for complete details.
- **Christmas**
 - The Resident Christmas Party has been canceled in order to avoid mass gatherings. We will celebrate in other, safer ways this year.
 - Stay tuned for additional developments surrounding Christmas plans.

GROUP ACTIVITIES

Activities will continue as they currently operate, with sign-ups mandatory for each event. Resident-leaders **MUST** reserve rooms for their activities at least 24 hours in advance by contacting Aleen at 828-233-0640 (health and exercise activities) or Jessica at 828-233-0659 (social, vocational, and spiritual activities). **If you experience any symptoms of illness, such as a fever, sore throat, cough, severe headache, gastrointestinal distress, etc., you should self-isolate and NOT use common areas or equipment. Contact ILS immediately.**

PHARMACY

As of Monday, October 26, Sona Pharmacy will re-open to foot-traffic. Hours will be 9:00 a.m. until 4:00 p.m., Monday through Friday. There will be a 4-person capacity limit at all times. Social distancing of at least 6-feet and face masks are required at all times. Home deliveries will be made 4:00 p.m. until 5:00 p.m. The PEP store will remain open until further notice.

SERVICES REMAINING CLOSED

Until further notice, these services and amenities will **remain closed**:

- Large gatherings, including birthday parties in the Dining Room;
- Private Dining Room (This will be UNAVAILABLE for Thanksgiving, too.);
- Clinic;
- Massage therapy;
- Bistro;
- Back gate/Clear Creek entrance; We will continue the single-point entry until further notice.

FORESEEABLE FUTURE

For the foreseeable future, Carolina Village will keep these practices in place:



- Village Treasures and Endowment Sales will remain closed through 2020 and their status will be reassessed in early 2021.
- The **bus schedule will remain on hiatus until early 2021**, when it will be reassessed. In the meantime, Carolina Village is discounting personal transit to \$10 each way for local trips within Hendersonville. (Trips to Asheville are not considered local.) This temporary price discount is to ensure that residents have access to transportation, while mitigating the risk of COVID-19 transmission to other residents and staff. Transportation to essential medical appointments will continue, in consultation with ILS.
- The managed single-point entrance screening process, including temperature checks, will remain in effect. **This process is mandatory for EVERYBODY arriving on campus.** The back gate, however, will be opened for EXITS ONLY as of November 2. **Any abuse of this exit, such as visitors entering through the gate, will result in immediate suspension of this convenience for all community members.**
- Social distancing should be practiced by all members of our community. Please adhere to a 6' distance.
- Continue to **return the green and/or clear melamine to-go containers** by putting them outside for pick-up. Also, please do NOT microwave these containers.
- We will actively manage any case of COVID-19 on campus, as we have communicated. We will mitigate risk as much as possible to other community members, including moving the affected person to an off-campus location, as needed.
- Remember to practice the 3 Ws:
 - **Wear face masks.** Personal protective equipment remains our normal for the foreseeable future.
 - **Wait 6 feet away.** Please give others at least 6 feet of personal space at all times.
 - **Wash your hands often.** This simple defense is still a very effective measure.

QUARANTINE

Residents should continue to inform ILS of overnight medical stays (such as ER and surgery stays), possible exposure or testing for COVID, and other health concerns **as soon as possible. It is EVERYBODY'S responsibility to mitigate as much risk as possible for ALL community members.** Therefore, in **certain** circumstances, outside travel will require resident quarantine. **Quarantined residents will NOT be permitted to have visitors on campus.**

VIDEO UPDATES

We encourage you to keep listening to Kevin's coronavirus update videos on Mondays and Thursdays, which are on the Hub and on cable channel 56 at 3:00 p.m. on release days. Video updates will continue, as needed.

CONCLUSION

The Carolina Village Task Force is keeping a close eye on situation developments as we move forward. We will continue to communicate updates. **If Village circumstances change, Administration may change any of these plans, including cancelling visitations, stopping group activities, etc. for the health of the entire community.**

As the Village and other locations re-open, please remain vigilant for your health.



- Inform us IMMEDIATELY if you feel unwell, show signs of respiratory illness, or have other concerns by calling ILS at 828-233-0625.
- Stay abreast of campus updates by monitoring the Hub (“Coronavirus Response”) and www.carolinavillage.com/news/coronavirus-preparedness.

Thank you for your continued support. As always, please let us know if you need anything by calling 828-692-6275, ext. 1201.

here's
THE

DISH



NEWS & UPDATES *from* OUR DIETARY DEPARTMENT

TO-GO CONTAINERS: A CRUCIAL REMINDER

- Please note that we will be using a recyclable, microwavable container for Thanksgiving Day ONLY. Do not return these containers. We will resume use of the melamine containers on the day after Thanksgiving.
- Speaking of melamine containers, HUNDREDS of the soup containers have disappeared! Please place any you have OUTSIDE for pick-up. We've had to resort to using Styrofoam. (Ugh!) Your cooperation in returning ALL of these containers to us each day is CRUCIAL to the success of this green initiative. Thank you.



DINING ROOM HOURS & MELAMINE PICK-UPS

With Daylight Saving Time changes, the Main Dining Room will close from 3:00-4:00 p.m. each day starting Nov. 2. We will begin a new pick-up schedule for melamine containers during this timeframe. Please have containers ready and outside your home by 3:00 p.m.

THANKSGIVING MENU

- Turkey & Ham
- Cornbread Dressing
- Cranberry Relish
- Mashed Potatoes & Gravy
- Sweet Potato Casserole
- Green Beans
- Mac & Cheese
- Roll
- Choice of Pie: Pumpkin, Apple, Pecan, NSA Pumpkin, NSA Apple
- Choice of Salad: Garden or Special

In order to comply with guidelines for crowd control during COVID-19, there will be no hors d'oeuvres served in the Fireplace Lounge as in previous years.



Happy
Thanksgiving



THANKSGIVING MEAL CHARGES

Holiday meals will include a salad, entree, sides, roll, dessert, and a beverage, all for \$20 per person.

Thanksgiving Meals During COVID-19

Despite the many wrenches that COVID-19 has thrown into everybody's plans for 2020, Carolina Village remains committed to providing an enjoyable, delicious holiday meal in the safest ways possible.

The Dining Room will remain at its current 50% capacity. Remember, family and other guests will NOT be permitted in common spaces, including the Dining Room.

However, there are new alternatives available to provide residents with options that best fit their plans and needs. Continue reading for complete details.

**CHOOSE 1 OF THE 3 OPTIONS
(DESCRIBED IN THE NEXT SECTION)
FOR YOUR THANKSGIVING MEAL.**

**NO OTHER MEAL OPTIONS WILL BE
AVAILABLE ON THANKSGIVING DAY.**

TO RESERVE YOUR THANKSGIVING MEAL...

**Please come to Village Hall
at one of these times:**

Thur., Oct. 29, 2:00 p.m. - 3:30 p.m.

Wed., Nov. 4, 2:00 p.m. - 2:30 p.m.

Tue., Nov. 10, 11:00 a.m. - 11:30 a.m.

You will be directed by staff/volunteers. There will be social-distanced seating to accommodate 20 people with overflow seating in the hallway. **Please respect 6-foot distancing from others at all times. Masks are required.**

Thanksgiving Meal Options

NOTE: Any of these options may be charged to your declining balance meal plan.

OPTION 1: DINING ROOM (RESIDENTS ONLY)

- Residents may elect to dine in the Main Dining Room on Thanksgiving. Village Hall may be used for overflow, if necessary. Visitors are NOT permitted in the Dining Room.
- Tables are limited to a 4-person maximum.
- There will be 2 seating times available: 11:00 a.m. and 12:30 p.m.
- Reservations for these times are available on a first-come, first-served basis. Sign up on the currently scheduled reservation days, listed below.

OPTION 2: FAMILY-STYLE

- Another option available to residents and their families/guests this year is family-style dining.
- Residents can enjoy a wonderful, chef-made meal with their guests in their own home – or at a loved one's home. It'll be packaged for travel, if you decide to take it on a road trip!
- Family-style will serve 4-6 (\$100) or 8-12 (\$200).
- Meals will be packaged in to-go pans, which are designed to be reheated to your taste and served on your dinnerware.
- Reservations will be made for this dining option on the scheduled reservation days.
- These meals will be delivered to doors at the time specified on your reservation.

OPTION 3: TO-GO & DELIVERY

- To-go and delivery will be available on Thanksgiving for those preferring to eat at home.
- Come to the to-go line to place your to-go order.
- Call extension 1221 on Thanksgiving Day to place an order for delivery.
- Expect wait times to be extended on Thanksgiving between 11:00 a.m. and 2:00 p.m.
- To-go window and delivery times will be 7:00 a.m. until 9:45 a.m. for breakfast and 11:00 a.m. until 2:00 p.m. for the main meal.
- Recyclable, microwaveable containers will be used for Thanksgiving Day meals. These (and only these) do NOT need to be returned.

Thank you for your continued support. Happy Thanksgiving!

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