



To: Residents & Family Members

From: Mark Steele

Re: Coronavirus Update

Date: March 20, 2020

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This morning Governor Roy Cooper, in conjunction with the North Carolina Department of Health and Human Services, informed the public that there is now community spread of COVID-19 in North Carolina, and we have passed the point of containment. This means that there is now at least one confirmed case of COVID-19 that we do not know they contracted it. Here in Forsyth County, there are eight cases, and the number is expected to continue rising.

Based on this new information, Salemtowne is now moving to the next step in our COVID-19 response policy and will make the following changes at 5 p.m. today, Friday, March 20.

**1. All residents who leave campus and return will be asked to self-isolate for 14 days.**

***What does this mean?***

It means that if you leave campus for any reason, after 5pm on Friday, March 20, we are going to **ask** you to self-isolate. That means to not enter any common resident area or come in contact with any other residents or staff for 14 days. You are **not** under quarantine, which can only be ordered by the Health Department.

***If I have needs for supplies outside of my home, how do I get them?***

We are working on plans to ensure that you have everything you need while you are in self-isolation. This includes mail, grocery delivery, and medicine delivery, at the very least. We will provide details on how to get assistance on Monday, March 23<sup>rd</sup>, after we work through the process. In the meantime, if you have an urgent need, please contact the Concierge at (336) 767-8130.

***Why is Salemtowne still allowing people to move in?***

As we have mentioned before, the new residents are members of the Salemtowne community, and we will welcome them as planned. However, like all residents, they will be asked to self-isolate for 14 days after arriving on campus. Please have compassion for those who have sold their homes and have to move during this crisis.

***Can I still order meals from the Dining Room if I am self-isolating?***

If you are under self-isolation, yes, you can order meals by calling (336) 714-3141 before 10:00 a.m., and they will be delivered to your home after 12:30 p.m. Please do not come to the dining room or drive through the outside line in the parking lot.

***What if I am self-isolating, and on day 7, I leave campus and return?***

We will ask you to start over at day one and self-isolate for an additional 14 days.

**2. All normally scheduled unit housekeeping will be suspended after today.**

This is necessary for two reasons:

- We are making efforts to prevent the spread of the virus to you from our staff and vice versa. Staff going from resident to resident is an opportunity for the virus to spread. Staff will be going home to their families and the community. We are asking all staff to take precautions not to bring the virus back to Salemtowne.
- We are utilizing our housekeeping staff to disinfect all common area surfaces to prevent further spread constantly.

***How do I get cleaning supplies if I want to clean on my own?***

If you need housekeeping supplies, please contact the Concierge (336) 767-8130, and we will help you get what you need.

***When will housekeeping resume?***

We will resume housekeeping after we can acquire adequate personal protective equipment for our housekeepers. This includes supplies like gowns, masks, and eye protection. The reason for this is to prevent the spread of the virus. Right now, these supplies are in extreme shortage and being reserved for the health care providers.

**3. Anyone entering campus, including residents, will have their temperature taken.**

We have been screening everyone except residents for about a week now. If you are found to have a temperature of 100 degrees F or higher, we will contact the Clinic Nurse so we can help you contact your physician and monitor you for the COVID-19 virus.

**4. We are expanding management presence to the weekends.**

We have set up a manager rotation for the weekends that includes either Mark Steele or Brian Tuckmantel and one additional member of our management team. If you feel that you need management assistance, please let the Welcome Center or Concierge know, and they can contact the manager who is on duty.

**5. The Clinic Nurse phone line will now be monitored 24 hours a day.**

If you have an emergency, please behave as you always would and call 911. If you don't feel well or have a question, please do not go to the clinic. It is closed to all walk-ins at this time. Call the Clinic Nurse at (336) 714-2158. If the Clinic Nurse doesn't answer right away, please leave a message, and someone will call you back. The Clinic Nurse is available, but we are attempting to see residents in their homes.

We want you to be aware that we may take more steps in the future. As we get guidance from our government agencies or we have confirmed cases of COVID-19 on campus, we may ask every resident to self-isolate for his or her safety. At that point, we will have more communication on what to expect.

We realize that these are unusual measures for an unusual time. Please understand that as a management team, we are deliberating on each of these measures, and the changes are not being taken lightly. Our only goal is to protect our residents and Salem town to the best of our ability. We ask for everyone's patience and understanding, even if you do not agree with a measure we have taken. If you have questions, please ask, however, do understand that we will be making very few exceptions to any policy and ask you to respect our decision.