



Frequently Asked Questions for Salem Towne Team Members about the closing of Salem Towne campus due to precautionary measures our community is taking to prevent the occurrence of the coronavirus (COVID-19).

Beginning Friday, March 13, 2020, at 6 AM, Salem Towne's campus will be closed to outside visitors, except for move-ins and construction workers who have been screened and meet the screening criteria. All dining venues on campus will also be closed. If you have questions that are not covered here, please reach out to your supervisor.

1. Will meals still be available to Team Members?

Beginning Friday, 03.20.2020, Team Member meals will be available at NO CHARGE in the Servery. A hot meal will be available as has been over the past week or so and individual salads will be available for pick-up. Meals will be served from 12:30 p.m. to 1:30 p.m.

Choices will be added as we move forward. In an effort to maintain "Social Distance," be proactive in sanitation and safety, and to keep lines to a minimum, the following schedule should be followed for lunch breaks:

Housekeeping:	12:30
Maintenance:	12:40
Admin/ Marketing/Life Enrichment:	12:50
Dining:	1:00

No changes to the team member meal dining process at Babcock Healthcare Center at this time.

2. If you do not drive to work, can you still be dropped off?

Yes, but please let your driver know that he or she must remain in their vehicle.

3. Can outside food deliveries be made?

No, at this time no food deliveries can be made. For example, deliveries of pizza, Grubhub, Uber Eats, etc. are prohibited.

4. What if my daycare or school for my child is closed?

You are expected to be at work until a replacement arrives. Please think ahead about childcare.

5. What is considered a fever?

100 F

6. Are you increasing the cleaning and disinfecting protocols?

Protocols are in place in the Babcock Health Care Center, and the entire campus will have increased cleaning protocols starting Friday, March 13.

7. What will Salemtowne do if someone tests positive on campus for the coronavirus?

For Independent Living Residents:

- *The resident(s) involved will be asked to remain confined to their home.*
- *The Health Department will be notified, and they will reach out to the involved resident(s). The Health Department also will be in communication with the Salemtowne infection control preventionists.*
- *If the Health Department determines the involved resident(s) are at risk, they will ask the person(s) to remain self-isolated for at least 14 days while monitoring for symptoms. The Health Department will be in communication daily with the involved resident(s) and with the Salemtowne infection control preventionists.*
- *If the resident(s) become mildly symptomatic, they may remain at home under self-isolation. If their symptoms worsen, they may need to be hospitalized. They will be monitored closely every day.*

For Health Care and Assisted Living Residents:

- *The resident(s) will be placed on isolation precautions, and the Health Department will be notified. Hospitalization for a resident of Healthcare or Assisted Living will be determined on a case-by-case basis.*

8. What if a team member exhibits symptoms of COVID-19?

- *Should a team member exhibit symptoms, s/he will be asked to refrain from coming on campus until s/he is cleared by a physician to return to work.*
- *The process for calling out remains the same, a team member should contact the supervisor on duty (two hours in advance of their scheduled shift) to report their inability to report to work and advise of the symptoms. The Salemtowne infection control nurse will follow-up with you to discuss your situation.*

9. How can someone be granted an exception to visit a resident on campus?

Contact the Director of Clinical Services. She will determine if an exception can be granted.

10. Who is making the guidelines Salemtowne is following?

Salemtowne's guidelines are based on advice given from the Centers for Disease Control and Prevention, our local Health Department, and Centers for Medicare and Medicaid.

11. Will events still be held?

Starting Friday, March 13, all group events will be canceled.

12. Employee Assistance Program Reminder: Full-Time Team Members

Free to call: Guidance Resources, sponsored by The Hartford (our life insurance products vendor) . Counselors are available **24/7, 365** days a year for you!

Guidance Resources can be accessed by:

- 1) Calling **1-800-964-3577** (toll-free)
OR
- 2) Accessing www.guidanceresources.com on a PC
 - In the “Company/Organization” field: type **HLF902**
 - **Create** a confidential user name and password
 - In the “Company Name” field: **ABILI**

13. Telehealth Services: Full-Time Team Members

MDLIVE telehealth services for minor acute care

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is excited to offer telehealth services from MDLIVE. With telehealth, you can see a board-certified doctor via secure online video from the MDLIVE app or your computer. MDLIVE’s doctors can diagnose symptoms, prescribe non-narcotic medication (if needed) and send e-prescriptions to your local pharmacy.

Telehealth is a good care option for minor health problems when you can’t see your regular doctor. Plus, it’s often more convenient and cost-effective than urgent care.

Contact Kathy (x1267) or Becky (x1210) in HR for information on How To Get Started Using this service.