



To: Residents  
From: Mark Steele  
Re: Coronavirus Update  
Date: April 8, 2020

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As of today, there are no cases of COVID-19 on the Salemtowne campus. We have had several people that have been tested and have had a negative result. We do have one family who is on isolation for a possible exposure.

It is important that we all follow the guidelines in this document to prevent the spread of the virus. **Please note there are important updates under Infection Control.**

The following is a replacement of the frequently asked questions document. Each section has a **bolded** and underlined title for easy reference – all topics are listed in alphabetical order for easy reference. Please let a member of the management team know if you have any questions.

### **Banking Services**

- We are asking you not to go to the bank. If you need help with a deposit, please contact the Concierge, and we will either help you with an online deposit or make the trip for you.
- In the unlikely event that you need to withdraw cash, the Concierge can cash checks up to \$100, or you can use the ATM that is located between the pool and the fitness center.

### **Bahnson Hall Clinic**

- The Bahnson Hall Clinic **is closed to all walk-ins.**
- Please call the Clinic at 336-714-2158 if:
  - You feel sick
  - You need assistance rescheduling your doctor's appointment
  - If you need urgent medical appointment transportation
  - To have your prescriptions transferred to Southern Pharmacy
  - If you have questions regarding the Coronavirus (COVID-19)

### **Deliveries: (1-3)**

#### **1. Grocery Delivery**

Listed below are several ways you can get groceries:

- **The Dorcas Market**, a Salemtowne in-house grocery store, is open Monday – Friday, you will need to **place your order by 1 pm** via phone or email, and we will **deliver to you between 2-4 pm**. Please try and be in your residence during this delivery window if you are ordering cold or frozen items.
- **Pride of the Morning box**: One of our food vendors, Pride of the Morning, is offering a box of food items that can be delivered to you. Please contact the Concierge or the portal for an informational flyer about what is available and how to order.
- **Online delivery**: Order online delivery from the grocery store and have them delivered to the Welcome Center, and we will bring your items to your home. Please contact the Concierge if you need the document Salemtowne created about ordering groceries.  
Note: Grocery Stores are taking several days to deliver due to demand, so plan ahead. Please schedule all deliveries to arrive before 7 pm from Monday to Friday and before 4 pm on the weekend or they will be delivered the next morning.
- You may have your **friend or family** member deliver groceries or other items you need to the Welcome Center, and we will bring them to your residence.
- Employee shopping for you is **not available** at this time. We do not have staff capacity, nor do we want to **risk our employee's health** by sending them into a public place unless absolutely necessary. We can assist with ordering online for delivery.

## 2. Medication Delivery

Listed below are several options for medication delivery:

- A **friend or family member** can deliver your medications to the Welcome Center, and we will bring them to your residence.
- If **your pharmacy delivers**, have them deliver to the Welcome Center, and we will bring them to your home. Please schedule all deliveries to arrive before 7pm on Monday to Friday and before 4pm on the weekend or they will be delivered the next morning.
- **Southern Pharmacy**, the pharmacy that Salemtowne uses, can deliver your medicine to the Clinic and we can deliver it to you. If you have a prescription that you need to pick up in person, this will be the best option. Please call the Clinic at 336-714-2158 to have your prescriptions transferred.

## 3. Sundries and Other Items

- The **Salemtowne Store** has limited toiletry that can be delivered to your home. Please contact the Concierge or the portal for the ordering details. You may call 336-714-3142 or email [store@salemtowne.org](mailto:store@salemtowne.org) to order.
- The **Vogler Variety Shop is closed**. If you need other items that are not available at the Salemtowne Store or Dorcas Market, please contact the Concierge at 336-767-8130, and someone will help you order these items for delivery

## Housekeeping

- Regular housekeeping services are not available at this time for infection control reasons. We will provide housekeeping services for **emergency health and life safety issues** that the

resident cannot resolve themselves. If you think you have such an issue, please contact the Housekeeping department at (336) 714-2151.

- We will resume housekeeping services when we have appropriate personal protective equipment for our housekeeping staff or the restrictions lift.
- Cleaning supplies can be brought to your residence for you to use on your normal housekeeping day and time.
- Toilet paper and linens will be delivered to you on your normal housekeeping day and time.

### **Infection Control**

- The CDC has issued new guidelines that everyone outside of their home who cannot easily maintain a safe distance of 6 feet should **wear a mask**. Please note this does not take the place of social distancing.
- If you do not have a mask, please inform the Concierge and we will get a mask to you as soon as possible. We have some residents and some outside volunteers making cloth masks for residents and staff of Salemtowne. Until we can get a mask to you, please use a scarf or a bandana to cover your nose, mouth, and chin.
- Wash your hands often for 20 seconds, use hand sanitizer if a sink is not available, and do not touch your eyes, nose, or mouth with unwashed hands.
- Practice social distancing – maintain 6 ft away from others unless they reside in your household.
- Clean and disinfect frequently touched surfaces daily.
- Leaving campus and coming back is the easiest way for the virus to get onto the Salemtowne campus. Unfortunately, we cannot prevent this as Salemtowne is an essential business and construction and deliveries have to continue. Employees are being screened every time they return to campus and have been asked to wear masks when they can potentially have contact with residents. Please do not visit employees in their office – phone calls or emails, please. Vendors, construction, and delivery personnel are also being screened at the gates and are informed to limit all contact with residents. All will be asked to wear masks while on campus.

### **Library**

- The new Vogler Square Library is complete, and the books have moved back in. Unfortunately, at this time you cannot visit the library. However, you can get books. Please email [librarybookrequest@salemtowne.org](mailto:librarybookrequest@salemtowne.org) or call 336-714-3142 to request your book.

### **Meal Ordering & Pick-up / delivery**

Please call 336-714-3141 or email [dining.reservations@salemtowne.org](mailto:dining.reservations@salemtowne.org) to place your order for meals before 10 am.

- Apartment residents who ordered meals will have them delivered to their homes between 11 am – 1 pm.

- Cottage & Woodlands residents who are not on isolation because of recent travel or medical issue can drive through the Dorcas Dining Room parking lot to pick up their meal between 11:30 am – 12:30 pm.
- Breakfast can be ordered by calling the dining number listed above and will be delivered to your residence.
- We are making every effort to use recyclables at this time, but due to the volume needed, we may be unable to attain inventory to support the green effort. You can now recycle all plastics of any number, except for #6 PS – polystyrene or Styrofoam in the recycle bins with all other recyclables in the Housekeeping closet to your carport. Please check the numbers on the bottom of the containers. If you are not sure what type it is, put it in the regular garbage. Please wash out all containers prior to placing them in the recycle bin.

### Stay at Home order

- North Carolina has a "stay at home" order in place. This means you stay in your residence except for exercise outdoors or getting essential items, which we are more than willing to help you retrieve so you can stay in.
- At this time, **we are asking residents not to leave campus** unless it is an emergency.

### Social engagement & Exercise

- Please do not gather and socialize, play games, or eat in groups.
- Please maintain a distance of 6 feet or more while walking on campus, unless you are with someone in your household.
- The pool, fitness center, dining rooms, library, and hair salon are all closed.
- A resident can use the equipment room only if it is a medical necessity, and you have a letter from your physician to exercise. We recommend cleaning the exercise equipment before and after each use.
- Outpatient therapy is also offered now in the fitness center. If you require outpatient therapy, please call the Bahnon Hall clinic or your physician.

### Spectrum

You should have received communication from [noreply@wifiadmin.com](mailto:noreply@wifiadmin.com) with instructions on how to sign up for your Spectrum Internet service. We have also hired someone to assist residents directly. If you need this assistance, please contact the Concierge, and we will set up a time to visit your home and assist you.

### US Mail

- Please do not interact with the postal carrier and **do not enter the mail areas while s/he is present**. The postal carrier is potentially a high-risk carrier or spreader of the virus due to their job duties.
- If you are in isolation because of recent travel or medical issue or would like Salemtowne to pick up your mail from your mailbox for you, please contact the Concierge to make this arrangement.