



April 30, 2020

Dear Residents and Families,

I wanted to take this opportunity to give you an update on how Salem Towne is handling the Coronavirus as well a look forward to what is coming over the next few weeks. Specifically, as we begin to “unwind” some of the practices we have put into place to prevent and limit the spread of the virus around our community.

First and foremost, a heartfelt thank you and congratulations are in order. Through your diligence in following our measures as well as the diligence of the Salem Towne Team, to date, no one on Salem Towne’s campus has tested positive for the virus. It is our hope, that through our combined efforts we continue to prevent infections at Salem Towne.

As many of you have seen in the news, the country is now planning on how to re-open and move towards returning to normal. The Salem Towne Management Team has spent the last week discussing plans and we would like to share the basics of the plan. Please understand that it is our goal to reopen as quickly as possible while remaining safe.

- **Salem Towne’s plan will follow the Phase 1, 2, & 3 guidance that the State of North Carolina has issued.** We will be following the most restrictive (lowest numbered) phase of either our local, state or federal government. For example, if North Carolina is at a Phase 3, but Winston Salem is at a Phase 2, we will be following Phase 2.
- **All three phases include the guidance to “Continue Rigorous restrictions on Nursing Homes and other congregate care settings”.** For this reason, we will be providing guidelines that are more restrictive than the general public. The Health Care Center and Assisted Living will continue to operate under the guidelines provided by the North Carolina Department of Health and Human Services, as well as the Center for Disease Control.
- **There is the possibility that we may need to “go back” a phase.** If there is a reemergence of the virus in the community or we have an outbreak on campus we will reinstitute the needed measures to control the spread.

Phase 1 - Earliest Possible Date – May 8, 2020

- **Residents no longer have to shelter-in-place.** We will ask that residents continue to observe social distancing, wear masks indoors, and do not gather in groups of more than 10.
- **Dining will no longer be delivered to your door, unless requested.** You will still order as you have been and will pick up your food in the Dorcas Servery or drive through the Dorcas Parking lot.
- **Visitors will not be allowed on campus.** Everyone entering campus will continue to be screened and have their temperature checked.

- **Residents will still be asked not to leave campus except for urgent medical appointments.** Salemtowne will continue the services that have been put in place to eliminate your need to leave campus. If you do leave campus, we will ask that you self-isolate for 14 days.

Phase 2 - Two to three weeks after Phase 1

- **The Dorcas Dining Room will reopen with limited seating and additional safety protocols.** When we initially reopen, there will be limited seating to maintain social distancing. We are exploring expanding hours as well as requiring reservations so we can accommodate everyone. More details will be provided as we get closer to Phase 2.
- **The fitness Center, Pool and Salon will reopen.** Again, there will be some changes and limits as to how many people may use them at one time. There may be an appointment required.
- **Worship Services will resume at reduced capacity.** Gatherings will be limited in size and require social distancing.
- **Life Enrichment Activities will expand.** To allow for social distancing, sign-ups will be required.
- **Continue rigorous restrictions on Nursing Homes**
- **We will seek government guidance regarding sheltering in place for congregate care facilities and CCRCs to protect vulnerable populations for residents leaving campus (hopefully this will loosen up)**

Phase 3 – Four to six weeks after Phase 2

- **Ease restrictions for vulnerable populations while encouraging social distancing**
- **Allow increase capacity at restaurants, churches and entertainment**
- **Further increase the number of people allowed at gatherings**
- **Continue rigorous restriction on Nursing Homes**

We look forward to getting back to some form of normal living as soon as possible. One of the important principles guiding our conservative decisions is to keep our vulnerable residents as safe as possible. We ask that you honor this as well by continuing to stick to the guidelines.

Again, we greatly appreciate your cooperation in following our government restrictions designed to protect us from the COVID-19 virus. We hope that you have enjoyed our creative Life Enrichment and Culinary teams thinking of many ways to keep us entertained during this time of waiting and sheltering in place. Please thank them for all they do to enrich our lives.

With much appreciation,

Mark Steele
Salemtowne, Pres/CEO