

March 12, 2020

Dear Residents and Families,

This morning we were notified of two confirmed cases of coronavirus (COVID-19) in Forsyth County. Our priority, as always, is your safety. In yesterday's letter, we stated that if there were confirmed cases in Forsyth County, we would take additional steps to minimize group meetings and encourage distancing. To minimize the spread of the coronavirus, we are putting those additional measures in place tomorrow (Friday, March 13) at 6 AM.

- **All visitation to the Salemtowne campus is restricted.**
 - No visitors, including family and friends, will be permitted onto campus.
 - Visitation may be permitted in extreme circumstances (e.g., end of life situation involving resident or loved one) and only with the express permission of our Team Members who have been trained as Infection Control Preventionists.
- **All campus group activities are canceled until further notice.**
- **Beginning Friday, March 13, 2020, all campus dining venues will be closed.**
 - We will be providing one hot meal and one cold meal per day. Both meals can be picked up between 11:30 AM–12:30 PM in the Dorcas Dining Room parking lot for cottage residents, and in the Dorcas Dining Room walk-through line for apartment residents. If you would like these meals, please call the Concierge at (336) 767-8130 by 10 AM each day to order. If you want meals every day, please let the Concierge know so that you don't have to make the call each day.
 - If you are unable to pick your meal up, please let the Concierge know when you order, and we will deliver your meal after 12:30 PM.
 - For breakfast arrangements, please call the Concierge by 5 PM the afternoon before.
- **All on-campus transportation will be suspended until further notice.**
- **Please reschedule all doctor appointments that are not urgently needed for an acute condition.**
 - If you have an appointment already scheduled, please contact the doctor and ask about a telephone appointment.
 - If you need assistance communicating with your doctor or determining if your appointment is urgent, please contact the Clinic at (336) 714–2158.
 - We will only be providing transportation to urgent Doctor Appointments until further notice.

We ask that you keep an open line of communication with your family and loved ones and keep them informed of the measures we are taking as well as let them know they are not allowed to visit. We ask that residents who wish to leave campus and stay with their families during the COVID-19 outbreak, please call the Concierge Desk at (336) 767-8130, and we will help coordinate them coming to campus to pick you up.

As always, if you are planning on not being on campus for more than one night, please call the Concierge and leave a contact number as well as the date you plan on returning.

We are asking residents and team members to continue to follow infection control guidelines. Older adults and those that have underlying health conditions are at a higher risk for complications from the virus. The CDC recommends extra preparations for these populations, including:

- Avoiding handshakes.
- Avoiding crowds, especially in poorly ventilated spaces.
- Making sure you have your necessary medications on hand.
- Making sure you have over-the-counter medications and medical supplies to treat fever and other symptoms on hand, as most people will be able to recover at home.

If the coronavirus becomes widespread in our area, we will encourage everyone to stay at home as much as possible. The situation is continually changing, but rest assured, we are in continual communication with the local Health Department, Wake Forest Baptist Health, and Novant. We will continue to monitor the situation closely and communicate any changes that occur.

Remember, the symptoms of the coronavirus are fever, cough, shortness of breath, and/or sore throat. If you are experiencing any of these symptoms, please stay in your residence and call the Bahnsen Hall Clinic at (336) 714-2158 to help contain the possible spread of the virus. The nurse will assess your symptoms by phone and visit if needed.

We know this continues to be a significant concern to all of you as it is to us. If you have questions, please feel free to reach out. The Department of Health and Human Services has also dedicated a hotline for questions, which you can reach by calling (866) 462-3821.

Thank you,
Kelli Doby MA, BSN, RN
Director of Clinical Services

Cc: Mark Steele, President/CEO
Joe Yoon, Healthcare Administrator