



UPDATE (03.16.20)

DINING:

Frequently Asked Questions

What is the Breakfast Menu and how can I pick it up?

Dorcas Dining will be providing Served pick up: Cereal, Scrambled Eggs, Country Fried Potatoes, Bacon & Sausage, Buttermilk Biscuits and Fresh Fruit. [Please call ahead to place your order and leave a message on your food order preference. \(336\) 714-3141](#)

Can I choose my two meals when I come to pick up?

No, unfortunately, we are only providing set meals without alternatives unless there are dietary restrictions.

I don't like the food options can I order something different?

No, unfortunately, we are only providing set meals without alternatives unless there are dietary restrictions.

When do I pick up these meals?

Meals can be picked up between 11:30 am & 12:30 pm. Cottage & Villa Residents are to drive through the Dorcas Dining Room Parking Lot and Apartment Residents through the Served.

What if I am unable to pick up my meals?

If you are unable to pick up your meals, we will deliver them to your residence after 12:30 pm. We ask that residents who are able to pick up meals do so as to not overextend our staff.

Am I going to lose the money in my Dining account because I haven't used it?

[Due to the situation with the Coronavirus, at this time, we will not be enforcing this rule. We will access and evaluate the situation in three months.](#)

Why are we not using recyclable containers for meals during this time?

We are making every effort to use recyclables at this time, but due to the volume needed, we were unable to attain inventory to support the green effort. [We want to safeguard our residents and this is our top priority. Once the threat has passed we will encourage all to recycle.](#)

DELIVERIES:

Why did we not receive mail today?

There was confusion with our mail carrier with the new visitor restriction. Mail service will resume Monday, March 16, 2020.

Are grocery store deliveries allowed?

Yes, grocery store deliveries are allowed. If you live in a cottage it will be delivered to your cottage. If you live in an apartment or villa, it will be delivered to the loading dock and then promptly brought to your residence by a Salemtowne team member. [If you need help ordering food on-line please contact the Concierge at \(336\)767-8130.](#)

I want to order food from outside Salemtowne, how can I get it delivered to my home?

Unfortunately, since we cannot ensure the health of the restaurant cooks and delivery personnel, we are not allowing prepared food to be delivered on campus.

If you are not allowing food delivery, why are you allowing grocery delivery or other vendors on campus?

Prepared food has a much higher risk of being contaminated. Vendors and Delivery drivers are still screened and will have little to no direct resident contact.

How do I get my other deliveries, such as medications, Amazon, [Laundry](#) or other packages?

If you live in a cottage, it will be delivered directly to your cottage. If you live in an apartment, villa or Assisted Living, it will be delivered to the loading dock and then brought to you by a Salemtowne Team Member. This is to limit outsiders in resident areas.

VISITORS AND RESIDENT ACTIVITIES:

Can I have a visitor if I don't bring them into a building or residence?

No, all visitors, including family and friends, are being screened at the gate and will not be allowed to enter. Exceptions are only being made for end of life situations in the Health Care Center.

Can I meet a visitor off campus?

Yes, we are not limiting residents from coming and going to or from Salemtowne, however, please be cognizant of the risks involved in social interactions and exposure to the virus.

Can I meet with other residents on our campus?

Yes, at this time feel free to meet with other resident's while being cognizant of the risks involved in social interactions and exposure to the virus.

Can I visit residents in Health Care, Westerly Place or Assisted Living?

No, the residents in the Health Care Center and Assisted Living are extremely vulnerable to the Coronavirus with a high mortality rate. New guidance from the Center of Medicare and Medicaid Services (CMS) issued a new update restricting any visitor in these areas.

Why won't my gate pass reader work?

We have disabled all automatic gate access for residents and employees to facilitate the screening process and prevent unauthorized access to the campus.

Can my private duty care giver come on campus?

Yes, they must be approved by Health Care staff. They will also be required to be screened every visit, as if they were an employee.

NEW RESIDENTS AND MARKETING:

Why are we continuing to allow new residents to move-in?

Salemtowne is their new home and they are a part of our community. They are being screened when they arrive and if need be, isolated to their residence if they do not pass the screening.

Why are we continuing to accept new patients to rehab?

Salemtowne is an important part of the Winston Salem health care continuum. Our accepting new patients into rehab allows the hospitals to care for sicker patients. Patients who exhibit signs of the virus are not being admitted at this time. Additionally, our Health Care staff is trained in infection control procedures.

Are we continuing to bring potential residents on campus for marketing appointments?

For the immediate future we have cancelled marketing appointments. We are working on a way to safely bring potential new residents on campus. We have temporarily changed our marketing practices to do as much as possible remotely. When it is necessary to bring a potential new resident to campus, they will be screened and only visit the residence they are considering and the discovery rooms on the second floor of the Community Center. General tours of campus are not being given.

Can I temporary leave Salemtowne and stay with my friends or family?

Yes, please contact the Concierge and leave a contact number. However, prior to returning call the Clinic and schedule a phone screen for the virus.

ACTIVITIES AND WORSHIP:

Can we go swimming or use the fitness room?

Yes, the fitness room and swimming pool are available. The YMCA instructors will not be present because they are interacting with large groups of people outside of Salemtowne. We are regularly disinfecting the fitness equipment.

Can I go to worship?

We have cancelled all on-campus worship services. There are smaller resident led groups meeting for bible studies and other spiritual discussions. As always, feel free to reach out to our Chaplain, Linda Browne, with any personal concerns.

Why are there still activities being provided when you said they were all cancelled?

All large group and Salemtowne led activities are cancelled. There are still small resident group activities occurring however, please be cognizant of the risks involved in social interactions and exposure to the virus.

Is there a way that we can have more movies from Netflix on our TV's?

We cannot provide Netflix campus wide. However, you can sign up for an account on your own. We will be providing a movie Mon-Friday at 7 pm on [channel 1391](#).

TRANSPORTATION:

I need to go to a medical appointment next week. Will you be providing transportation?

Salemtowne will only be providing transportation for medically necessary urgent medical appointments. Please contact the clinic and they can assist you with discussing remote options with your provider. If the provider decides that a face to face appointment is medically necessary, we will assist with any transportation needs.

THERAPY VISITS:

I receive outpatient therapy in the Health Care Center. Can I still get my therapy?

Unfortunately, No. Updated guidelines pushed out today say we need to stop outpatient therapy. If you are currently receiving therapy, you will be contacted by the team to discuss your options.

[Is Housekeeping still operating under normal conditions?](#)

[Yes, Housekeeping is operating under normal hours at this time. If you would prefer to forego your cleaning, please contact the Housekeeping department at \(336\) 714-2151](#)

[How are you monitoring Team Members for the virus?](#)

[All Team Members are temperature checked at the Gate entrance before they enter the campus. If someone starts to experience symptoms, we will send them home and report to the Health Department for follow up.](#)

If Team Members are unable to come to work due to child care concerns, how are you handling the financial impact to these Team Members?

We have a generous Paid Time Off (PTO) policy that is offered to our Team Members. The Government is currently addressing this concern nationally and we are closely monitoring. Our goal is for all Team Members to remain financially sound, especially under the current conditions.

Public Safety issued by the Winston Salem Community Safety Measures suspended response to medical calls at Assisted Living facilities. What does that mean?

This is a change in response that our local Emergency Medical Services (EMS) teams will now provide first response to our calls. The Fire Department will not come to our campus in response to these calls until the current situation and preventative measures with the Coronavirus have been lifted in our area.

Library Books need to be available?

Don't forget that we still have the small library located in the Vogler Building across from the Salon. The main Library books are in storage and will not be available until the Library is complete.

Who do we call If we have specific questions about the Virus that the Concierge cannot answer?

If you have questions regarding the Coronavirus (CORVID-19), please contact the Bahnson Hall Clinic at (336) 714-2158.

If you have further questions or concerns not addressed, please call the Community Center Concierge desk at (336) 767-8130.

We will periodically update this list and communicate appropriately.