

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 139](#)

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.

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