



Second Edition

Updated
03/30/2020

Frequently Asked Questions

INFECTION CONTROL

Can I leave campus and come back?

The mayor of Winston Salem issued a “Stay at Home” order effective Friday, March 27 at 5pm. When this becomes effective, we are going to ask **all** residents to “self-isolate”.

What does it mean to “self-isolate”?

Self-isolate, in its simplest form is, “don’t spread the infection to others”. You do this by not coming to communal areas of campus (such as the dining area), not being within 6 feet of anyone, and not touching areas outside of your home. We do encourage you to come out of your home and walk outside while remaining physically separated from everyone else. Self-isolation is different from quarantine. We do not want you to feel like a prisoner in your home, but to take extra precautions from infecting others.

Employees, vendors and some residents are going to and from campus. Is it possible for them to bring the virus to campus?

Yes, it is possible. If Salem towne does get a case of the virus, it will most likely be brought here by someone who is leaving campus and coming back. Salem towne, is an essential business and must maintain a certain number of employees to provide essential services to our residents. When appropriate, employees will be working from home. To best protect yourself, please practice extreme social distancing from ALL employees, vendors and residents and do not come to visit employees in person. Instead, phone calls or emails are how you should be communicating.

How does the [State of North Carolina](#) “Stay at Home” order affect Salem towne residents?

Listed below are the some of the specifics from the City of Winston-Salem website on the “stay at home” order, HOWEVER we are still asking residents not to leave campus and have worked diligently to put measures in place to meet all of your needs here on campus with essentials delivered to your door. The city is essentially asking all residents to do what we have already asked you to do by staying at home.

YOU SHOULD NOT

- Go to work unless you are providing essential services as defined by the order.
- Visit friends and family if there is no urgent need.
- Maintain less than 6 feet of distance from others when you go out.
- Visit loved ones in the hospital, nursing home, skilled nursing facility or other residential care facility, except for limited exceptions as provided on the facility websites.
- Leave your home except for essential travel and activities.

Why is self-isolation important?

The best way to stay healthy is to not come into contact with anyone who may have been exposed to the virus. We are asking people to “self-isolate” to prevent infecting others. The best way to eliminate your risk of exposure at this time is to stay in your home and limit contact with others. This will help protect you and your fellow neighbors.

Can we still meet in small groups for activities, dining and socialization?

No, please review the What is allowed and not allowed question above.

Can I go to the pool, fitness center, or hair salon?

The Governor issued an executive order effective at 5pm on Wednesday March 25th that all pools, fitness centers and salons are to be closed.

I see the fitness center being used. Why can't I use it?

Outpatient Therapy that would normally occur in the Health Care Center has been relocated to the Fitness Center. Since this is a medical appointment, we can facilitate this activity. Unfortunately, other use is clearly prohibited by the Governor's order and our insurance will not allow us to open the gym.

Can I have the hairdresser come to my house?

No, there is no way to cut hair and maintain social distancing.

How does the Shelter in Place order effect meal pickup?

The Dorcas Dining Room Servery Line will be closed starting on Friday March 27th. Apartment residents will have their meals delivered to their home between 11:00AM & 1:00PM. Anyone not on self-isolation before March 27th that lives in the Cottage or the Woodlands can still drive through the Dorcas Dining Room parking lot. Please call to order breakfast and it will be delivered to your home. Salemtowne is not charging for meal delivery while the dining room is closed.

When will the library be open?

The new library in the Vogler building will be complete by next week. Unfortunately, the library will be closed due to the stay at home order. We are working on a system for you to request a book(s) and we will have them delivered to your home. We hope to have this new system up and running starting next Tuesday, April 7.

HOW DO I GET ESSENTIAL ITEMS?

Groceries

We have implemented several ways for you to get groceries:

- Have a friend or family member deliver them to the Welcome Center and we will bring them to your home.
- Order online delivery from the grocery store and have them delivered to the Welcome Center and we will bring them to your home. Please see separate attachment for a list of stores that are delivering. Note: Grocery Stores are taking several days to deliver due to demand so plan ahead. 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.

- The Dorcas Market, a Salemtowne in-house grocery store, will begin operating Friday, March 27. Open Monday – Friday, you will need to place your order by 1pm via phone or email and we will deliver to you between 2-4 pm. Final details and order forms will be distributed today via email, portal and mailboxes.
- Another available option is to order a grocery box through our Dining Services from Pride of the Morning, a local vendor, to be delivered. Please see separate attachment for details.

Medicines

- Have a friend or family member deliver them to the Welcome Center, and we will bring them to your home.
- 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 for the Health Care Center and Assisted Living, 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 714-2158 to have your prescriptions transferred.

Linen & Toilet Paper

- On your normal housekeeping day, we will be visiting to drop off clean linen and toilet paper if you need it.

Sundries and Other Items

- The Vogler Variety Shop will continue to carry the items it normally does but will be closed to residents. We are setting up an order system to have items you need delivered to your home and charged to your account. *At first, the items available will be limited. We will expand the list once we get the system ironed out. We hope to have this ready starting next Monday April 6th.*
- If you need other items that are not available at the Vogler Gift Shop, please contact the concierge at 336-767-8130 and someone will help you order these items for delivery.

US Mail

- *The Postal Carrier is resuming delivery and pick up of mail. We have spoken with the local postmaster and he informed us that they are screening their carriers every day. Due to union rules the carriers can choose not to be screened at our gate.*
- *Please do not interact with the postal carrier and do not enter the mail areas while he is present. The postal carrier is potentially a high-risk carrier or spreader of the virus. He literally visits every business and residence on his route every day.*
- *If you would like Salemtowne to pick up your mail from your mailbox for you, please contact the concierge to make arrangements.*
- *If our situation changes, we do have legal right to distribute community mail as we do in BHCC and Assisted Living. If we need to change our delivery system, we will notify you.*

What do I do if I need to go to the bank?

- 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.

Why are we not using recyclable containers for meals?

- 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 closest 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.

When will the new Spectrum TV & Internet service be available?

Please look for a communication in the next few days on how to take the next steps.

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

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

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