



May 7, 2020

Dear Residents and Families,

I hope this letter finds you well, and Happy Mother's Day to all the mothers at Salem Towne. Just in time for this festive weekend, the Governor has signed an executive order moving North Carolina in to Phase I of reopening effective Friday, March 8th at 5 pm.

Although moving to Phase I does not change much for how Salem Towne is handling our response to COVID-19, there are some changes that we do want to announce and items we want to clarify.

1. **The stay-at-home order is still in effect.** Phase I does not lift the stay at home order. The only changes allowed with the order are opening of retail as well as some loosening of gathering restrictions outdoors. With this reason we are still asking residents to remain in their homes isolating from others.
2. **Phase I does allow for outdoor "gathering with friends".** At this point Salem Towne still cannot offer organized group activities of any size. However, the order does allow for "gathering with friends while outdoors". If you do choose to gather with friends, it is still recommended to observe a 6-foot physical distance as well as wearing a face covering.
3. **Phase I allows for outdoor Worship Services with social distancing.** Our team is currently discussing ways to accommodate this and have a meaningful service, weather permitting. Please look out for more information next week.
4. **Beginning Monday, May 11th we will be opening the Dorcas Servery to pick up your meals.** Phase I allows for "take out" service for restaurants and we can accommodate this with some small provisions.
 - You will still need to order ahead of time and pick up between 11:30 am and 12:30 pm the same way you have been ordering.
 - When you arrive, you must wear a mask and observe a 6-foot social distance (there will be marks on the floor on where to stand while waiting).
 - The drive through line will still operate the same way it has for Woodlands Villa, and Cottage residents.
 - If you would like to continue to have your food delivered, please let the Culinary Team know when you order, and we will be happy to bring it to you.
 - If you have gone off campus and are self-isolating, your meals will be delivered to your home for 14 days from your last trip.
5. **Limited Housekeeping will resume the week of May 11th.** The Housekeeping Team will contact you and provide more details on when and what will occur. In order to minimize the opportunity of exposure to both parties, and the limited quantity of protective equipment, there will be new procedures for social distancing, and we will be greatly limited in how many units we can clean in a day. We know everyone is anxious to have this service. Please be patient and allow our team to get organized. The Housekeeping Team will contact you once they are organized. Please **refrain** from calling and asking when your time will be as it will overload the team and slow down the process.

We have also received several questions on leaving campus from residents who wish to leave as well as residents who wish to avoid residents that are leaving. We have had numerous discussions with our associations, health department, legal advisors, government agencies and peers and offer the following thoughts.

Salemtowne is doing all it can to put practices in place and provide guidance on best practices on protecting yourself from the virus. Some of these include things we can control, such as not permitting visitors, closing dining rooms and gathering places and not scheduling events. Other items we cannot control and *ask* residents to observe such as social distancing, self-isolating, not leaving campus, wearing a mask outside of your home, and not gathering in groups. Salemtowne cannot *force* residents to comply with these requests. With this in mind, please consider the following.

Each resident is responsible for their own health and well-being. Salemtowne is doing all it can to provide you with a safe environment. Ultimately, it is up to you to avoid other residents. The prudent advice that the experts are giving is to assume that everyone you come in contact with has the virus. The more contacts you make the greater your risk. As mentioned above, there are residents who choose to leave campus for several different reasons. Due to privacy concerns we cannot disclose who these residents are. Please consider this when interacting with others.

If you chose not to stay in your home, be a good neighbor and please wear a mask. Salemtowne is a community and we must strive not only to stay healthy ourselves, but to keep our neighbors healthy. The mask is not for your protection but for the protection of others. Masks are more effective at preventing the person having the virus from spreading it rather than protecting the wearer from the disease.

If you choose to leave campus, we are asking you to self-isolate for 14 days. Please understand that we can only ask you not to leave campus. Doing so puts you and others at increased risk of spreading the virus. If you must leave, then please take personal responsibility for protecting others in our community and isolate yourself from other residents and employees.

Although the state is reopening, the virus is not gone. North Carolina has done a good job of “flattening the curve”. This means that the health care system will not get overwhelmed and can handle new COVID 19 cases. In the words of a leading immunologist, *“It doesn’t mean you won’t catch the virus, only that they have a bed and ventilator available for you in the ICU if you need it.”*

We continue to thank and congratulate everyone on their efforts so far. We, like the rest of you, hope for as quick as a resumption to normal activities as possible. However, we must continue to be vigilant.

With much appreciation,

Mark Steele
Pres/CEO, Salemtowne