



COVID-19 Update-Duncaster Precautions March 23, 2020

We continue to monitor, educate and do all we can to keep our Duncaster residents and staff safe and healthy. Management will continue to provide you with the most up-to-date information and precautions.

We will all be inconvenienced for the foreseeable future, but we can get through this together. Please remember we all have the same common goal: to keep the virus out of Duncaster. We must all do our part to be vigilant and compliant with these necessary precautions. I want to express my sincere and continued thanks and appreciation to all of you for your attention to the measures we have put in place and the overall well-being of our community.

Key facts:

- Connecticut has reported 327 positive cases of COVID-19.
- Connecticut has reported eight deaths from COVID-19.
- Governor issued an executive order directing all non-essential businesses and not-for-profit entities in Connecticut to prohibit all in-person work functions effective Monday, March 23, 2020 at 8:00 p.m.
- People can be symptom free and spreading it.
- The virus can live on surfaces for 24 hours or more.
- This crisis is fast moving and will not be short-lived.
- Hartford Healthcare has a hotline to call with any questions or to report suspected symptoms of COVID-19 and potential testing: 1-833-621-0600.

We have implemented the following precautions for the continued safety of our residents and staff.

RESIDENT ACTIVITY

- At this time it is extremely important that we self-quarantine and contain. We strongly recommend that residents remain on campus.
- We also strongly recommend that residents do not leave their apartment for at least the next 14 days and avoid any gathering inside or outside Duncaster. This includes restaurants, grocery stores, places of worship, retailers, parties etc. If for any reason you think you need to leave the community for personal needs/items, please let management or resident services know and we will get it and bring it to your apartment.
- We strongly recommend that residents postpone all upcoming travel, including flights and cruises.
- If residents do leave the campus, upon their return they must first go the Aquatic & Fitness Entrance to be screened. This is necessary for their own well-being as well as for the residents and staff.
- We encourage residents to go outside get some fresh air, exercise and to enjoy our campus. We recommend walking only with one other individual and maintain at least a distance of 6 feet between you and the other person. Please use neighborhood entrances only.

- We strongly recommend that residents do not visit other residents or gather in groups of any size for the next 14 days.
- Wash your hands, be prepared and have important phone numbers near your phone.

VISTOR RESTRICTIONS

- *Main Building:* No visitors are permitted in the Main Building except for those related to health care and safety.
- *Caleb Hitchcock Health Center:* The State of Connecticut Department of Public Health has restricted visitors from entering the Caleb Hitchcock Health Center. The only visitors allowed in the Health Center are for residents who are on hospice or end-of-life care.

EMPLOYEES

- *Main Building:* Every employee entering the Main Building is being screened daily based on Connecticut Department of Public Health and Center for Medicare Services guidelines. All employees are required to complete a health-check screening including a temperature scan before the start of their shift. Any staff member who has traveled outside the State of Connecticut is not allowed to come to work for 14 days after their return. Any staff member who has respiratory symptoms must stay home until cleared by their physician.
- *Caleb Hitchcock Health Center:* Every employee entering Caleb Hitchcock Health Center is being screened daily based on Connecticut Department of Public Health and Center for Medicare Services guidelines. All employees are required to complete a health-check screening including a temperature scan before the start of their shift. Any staff member who has traveled outside the State of Connecticut is not allowed to come to work for 14 days after their return. Any staff member who has respiratory symptoms must stay home until cleared by their physician.

ENTRANCES

- *Main Building:* All employees and personal caregivers must come in through the Aquatic and Fitness Center Entrance where their temperature is taken and a screening questionnaire filled out prior to entering.
 - NOTE: Due to the high volume of staff coming in the Aquatic and Fitness Entrance, this is a HIGH-RISK area. Residents should avoid this area and use their neighborhood entrance.
- *Caleb Hitchcock Health Center:* All employees and personal care givers must come in through the main entrance where their temperature is taken and a screening questionnaire filled out prior to entering resident-care area.

CONTRACTOR RESTRICTIONS

- *Main Building:* All contractors are restricted with the exception of essential safety and Duncaster business-related needs. Necessary contractors are screened the same as employees.
- *Caleb Hitchcock Health Center:* All contractors are restricted from Caleb Hitchcock Health Center with the exception of essential safety related needs. Necessary contractors are screened the same as employees.

VOLUNTEERS

- *Main Building.* We have prohibited all volunteers from volunteering in the Main Building.

- *Caleb Hitchcock Health Center:* We have prohibited all volunteers from volunteering at Caleb Hitchcock Health Center at this time.

DINING

- *Main Building:* Lunch and dinner is being delivered to all residents' apartments.
- *Caleb Hitchcock Health Center:* Breakfast, lunch and dinner will be served in residents rooms.

MAIL

- *Main Building.* The Mail Room will be closed and mail will be delivered by Duncaster staff.

HOUSEKEEPING

- For the safety of residents we will suspend apartment cleaning effective March 20, 2020.
- Residents are asked to leave their trash, recyclables and dirty linen outside of their apartment before 10:00 am. Staff will remove trash and leave fresh linen outside the door.
- Heavy duty cleaning will be suspended for the time being, with exception of emergency cleaning (blood, urine, feces).
- If residents need for an unscheduled pickup or extra linen, please call Bill Hall at x5055.
- Increased sanitation rounds/wiping down of the buildings occurring on a daily basis.

MAINTENANCE

- Maintenance service calls will be for "emergency and communication issues" only. Rick Hewey, Michele Kennedy and Bill Hall will be the only Operations Department staff going into the apartments to assess the situation. Any questions or concerns should be directed to Lou DeSario, VP-Operations x5051.
- If communication issues cannot be resolved, Betty Anderson will determine if the Information Technology staff will be sent into residents' apartments.

ACTIVITIES, EVENTS AND MEETINGS

- *Main Building:* All resident group activities, events and meetings have been cancelled at this time. All trips have been cancelled at this time.
- *Caleb Hitchcock Health Center:* All resident group activities have been cancelled at this time.
- All outings have been cancelled at this time.

COMMON SPACE

- *Main Building:* All common space will be closed effective March 17, 2020. This includes the Salon, Library, Sight-Impaired Library, Woodshop, Turnover Shop, Commons Market, Meeting Room, Billiard Room, Arts and Craft Room, Hospitality and Club Rooms, and Birch Grove Lounge.
 - NOTE: Due to the high volume of staff coming in the Aquatic and Fitness Entrance, this is a HIGH-RISK area; avoid it and use your neighborhood entrances.

AQUATIC & FITNESS CENTER

- *Main Building:* The Aquatic and Fitness Center will be closed until further notice. This includes the fitness center, exercise room, pool, massage, out-patient physical therapy, lockers, and pedi-care. Exercise videos will be put on Channel 96 or 918. YouTube has many exercise videos; please contact Lucy for more information on which videos are best suited for your needs and abilities.

TRANSPORTATION

- *Main Building:* Off-campus transportation services have been canceled with the exception of deemed necessary medical appointments that will continue as scheduled.
- *Caleb Hitchcock Health Center:* Off-campus transportation services have been canceled, with the exception of deemed necessary medical appointments that will continue as scheduled.

SALON

- *Main Building:* All salon services have been suspended at this time.
- *Caleb Hitchcock Health Center:* All salon services have been suspended at this time.

4th FLOOR SOCIAL ASSISTED LIVING (Talcott Notch and Thistle Way)

- *Main Building:* The 4th floor Assisted Living is closed to all visitors at this time and Assisted Living residents must remain on the 4th floor based on Connecticut Department of Public Health guidelines.

CLINIC

- *Main Building:* The Clinic is open and residents are advised to call before going to the Clinic.

DELIVERIES AND SUPPLIES

- *Main Building:* All business-related deliveries will be received at the loading dock and delivery personnel will not be entering into the building. Resident-related deliveries (i.e. newspapers, groceries, Amazon, liquor, medication etc.) will be received at the Aquatic and Fitness Center and delivered to resident apartments by Duncaster staff.
- *Caleb Hitchcock Health Center:* All deliveries related to food services, supplies, etc. will be received at the loading dock so those persons will not be entering into the building.

PERSONAL DROP-OFFS

- *Main Building:* Packages being dropped off for residents must be clearly labeled and delivered to the Aquatic and Fitness Center entrance.
- *Caleb Hitchcock Health Center:* All drop-offs and pick-ups will be put on hold. This includes personal laundry. We will do each resident's personal laundry.

EDUCATION OF STAFF

- Increased training of all staff to prevent spread of infection and to monitor for signs and symptoms of cold, flu, or Coronavirus.
- Daily management meetings to review current status of resident and employee health.

MEAL PLAN & MONTHLY BILLS

- Due to restrictions on leaving their apartment which prevents residents from purchasing normal groceries, there is concern about exceeding meal plan allowances. We will evaluate the impact at the end of the month and determine the best course of action. Residents should not adjust their meal consumption based on a concern of "going over" their allowance.
- If residents are concerned about payment of their Duncaster bill they should call x5013 and leave a message and make arrangements to have it picked up.

WINDSOR FEDERAL BANK

- The Windsor Federal Bank is closed until further notice.

BUDDY SYSTEM

- *Main Building:* Each resident has been assigned a staff member as their “Buddy.” This staff member will connect with the resident daily to ensure their well-being and to answer any questions they may have. The assigned buddy or nurse can facilitate calls with your family, should you want to reach them. These include video calls such as Skype and FaceTime.
- *Caleb Hitchcock Health Center:* Each resident at the Health Center has been assigned a staff member as their “Buddy.” This staff member will connect with the resident daily to ensure their well-being and to answer any questions they may have. The buddy will also be the point person for the families to contact for any questions/concerns they may have. A family member that is the 1st contact for the resident can expect a call from this buddy in the next couple of days. The assigned buddy or nurse can facilitate calls with your family, should you want to reach them. These include video calls such as Skype and FaceTime.