



To: Residents, Families and Employees
From: Michael O'Brien, President & CEO
Date: March 16, 2020
Subject: COVID-19 (Coronavirus) Update

During this unprecedented time I want to provide you with the most up-to-date information regarding the ever-changing conditions and the important and proactive steps we are implementing to keep our community safe.

The COVID-19 situation is increasingly precarious and we don't expect that the crisis will be short-lived. At this time we remain free of suspected or confirmed cases of COVID-19 on our campus. However, due to the increasing spread of the virus across our state and the President's recent press conference declaring a national state of emergency, we must remain vigilant in our efforts to remain virus-free.

As such, the safety and comfort of our residents, families, employees and guests continues to be our primary focus during these uncertain times. As the situation with COVID-19 worsens and understanding that the residents of Duncaster are generally in the "at risk" group, we feel it's important that we are extremely proactive in implementing restrictive measures to protect those that we serve and employ.

RESIDENT SOCIALIZATION

We strongly recommend that residents remain on campus. We also strongly recommend that residents do not leave their apartment and avoid any gathering inside or outside Duncaster. This includes restaurants, grocery stores, places of worship, retailers, parties etc. At this time it is extremely important that we self-quarantine and contain. In addition, we also strongly recommend that residents postpone all upcoming travel, including flights and cruises.

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

All business travel has been suspended until further notice.

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.

DINING

Main Building. Lunch and dinner will continue to be delivered to all residents' apartments.
Caleb Hitchcock Health Center. Breakfast, lunch and dinner will be served in the residents' room.

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. 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.

MAIL

Main Building. The Mail Room will be closed and mail will be delivered by Duncaster staff to your apartment.

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.

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.

ASSISTED LIVING NURSES

Main Building: The 4th floor is closed to non-4th floor residents. To contact the Assisted Living Nurse, call ext. 5152, and the nurse will instruct you what to do. **REMAIN IN YOUR APARTMENT IF YOU HAVE SYMPTOMS** of fever, cough or shortness of breath.

CLINIC

Main Building. The Clinic is open; you must call before going to the Clinic.

ENTRANCES

Main Building. Until further notice, 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. 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. Until further notice, 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.

DELIVERY OF PACKAGES

Main Building. Until further notice all deliveries will go to the Aquatic and Fitness Center Entrance and be delivered to the resident's apartment.

Caleb Hitchcock Health Center. Until further notice all deliveries will go to the main entrance and be delivered to the resident's room.

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.

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.

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.

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 the Caleb Hitchcock Health Center.

CLEANING & DISINFECTING

Main Building. Our housekeeping staff are working long and hard to clean high-touch surfaces with bleach germicide. We also continue to educate our residents and staff on respiratory etiquette and good hand hygiene.

Caleb Hitchcock Health Center. Our housekeeping staff are working long and hard to clean high-touch surfaces with bleach germicide. We also continue to educate our residents and staff on respiratory etiquette and good hand hygiene.

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.

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.

DOING THE RIGHT THING

As the situation continues to evolve, you can count on Duncaster to do the right thing, and we will continue to be leaders in this effort – being proactive in our procedures and our preparation with a focus on safety and keeping Duncaster virus-free. The Leadership Team is meeting twice a day to monitor the situation. Daily communication will be provided to our residents and staff as we continue to monitor the situation and put procedures in place to ensure the safety and well-being of everyone and to maintain a virus-free community.

I also want to let you know that Leadership and the entire Duncaster team have been truly remarkable as we respond to this significant and unprecedented challenge. It has been personally inspiring to see the incredible commitment by our employees to ensure that Duncaster is a safe and healthy place to live and work. Everyone has been flexible, understanding and compliant with the infection control and other procedures that have been put in place. In addition everyone is working tirelessly to care for our residents while also managing their personal and family needs at this unusual time.

While I recognize that some of the new measures will be inconvenient and create adjustments to your usual routine, it is with an abundance of caution and your well-being that these measures need to be implemented and followed. These new measures may be difficult and challenging; however, we ask for your continued cooperation to help ensure the safety of all persons at Duncaster.

Please check our website for regular updates www.duncaster.org

If you have any questions or suggestions please do not hesitate to contact me, Ami or Kelly.