



COVID-19 Update
New Visitor Policy
Michael A. O'Brien
President and CEO

April 25, 2020

Thursday's Hartford Courant headline, "20,000 Cases, 1,400 Deaths", was a powerful reminder that we are dealing with a very serious health care crisis and that we still have a battle ahead of us. To put into perspective the profound and sad reality of this insidious virus is to look at the most recent statistics. As of April 23rd the State of Connecticut reported 23,100 laboratory-confirmed cases of COVID-19 and 1,639 associated deaths. Of the confirmed cases, 2,951 (12.8%) are individuals who are at least 80 years old; of the associated deaths, 915 (55.8%) are at least 80 years old. While the overall COVID-19 fatality rate in Connecticut is about 7.1%, the fatality rate for those 80 and older is 31.0%. Nationally 8 out of 10 COVID-19 related deaths reported in the US have been in adults 65 years and older. The average age of Duncaster residents is 86. This a particularly vulnerable time of the pandemic for our residents and staff as COVID-19 infections in our region are projected to peak at some point in the next few weeks. I share these statistics not to frighten you but to highlight the continual need, for the foreseeable future, to be extra vigilant in our ongoing efforts to contain the spread of the virus and mitigate our risks.

We know from leading medical experts that the best way to prevent illness is to avoid being exposed to the virus. I am grateful for everyone's support. Unfortunately it has been reported on numerous occasions that some families continue to visit individual apartments and others have not been practicing social distancing during outdoor visits with their loved ones. With Connecticut not yet at its peak, the Duncaster community simply can't take a chance. We must remain vigilant in our efforts to prevent the spread of the virus at our campus and minimize transmission to residents and staff.

Therefore, as part of our ongoing efforts to protect our campus, **Effective April 27th** Duncaster is implementing **temporary visitor restrictions** to close the campus to all non-essential visitors including family, friends and privately hired vendors (aside from private caregivers). All Vehicles will be required to enter and exit the campus through the main entrance at Loeffler Road and everyone entering the campus will be screened at a monitoring station. The Mountain Avenue entrance will be closed to all traffic. Access to our campus will be

limited until further notice to essential visitors only. Essential visitors are defined as:

- Caregivers and aides providing direct care and support within a resident's apartment home.
- Families and caregivers visiting a loved one for compassionate care or end-of-life situations.
- Families or friends delivering necessary supplies i.e. packages, groceries or medications to residents and these deliveries **must** be dropped off at the Aquatic and Fitness Entrance or the Caleb Hitchcock Health Center Entrance.
- Outside contractors for essential safety and Duncaster critical business.

In addition, we strongly advise residents to remain on campus. Leaving the campus only increases the risk of potential exposure for the entire Duncaster community. If a resident must leave the campus for any reason, they will be screened upon their return. If you have a particular need for personal items please contact your buddy or Resident Services and we will get and deliver them to your apartment.

At Duncaster, the health, safety and comfort of those who live and work on campus continues to be our highest priority during these uncertain times. We are implementing this new Visitor Policy out of an abundance of concern and the need to take precautionary measures in response to this serious public health concern. These new measures may be difficult and challenging; however, at this time they are absolutely necessary to keep our residents and staff healthy and safe. I'm asking for everyone's continued cooperation. Let's all work together to reduce everyone's risk and help ensure the safety of all persons at Duncaster. It's a responsibility and an obligation we all share; residents, families and employees.

We will continue to closely monitor the situation and once Connecticut is past its peak and infection rates are steadily declining, we will re-evaluate this policy. I will continue to update you on a regular basis. If you have any questions or suggestions please do not hesitate to contact management. Please check our website for regular updates www.duncaster.org.