

**Phase I Reopening  
Independent Living  
June 12, 2020**

**Housekeeping**

- Bill Hall, Supervisor of Environmental Services, is calling all residents to set up the time and day for cleaning your apartment. Bill will set a regular apartment cleaning schedule with each resident.
- All members of the Housekeeping Department have tested negative for COVID-19.
- We will begin with two-person teams and evaluate each apartment's condition on an individual basis.
- Housekeepers will wear disposable mask and gloves which will be changed after each apartment cleaning. If additional heavy duty cleaning is necessary, Bill will make arrangements.
- We highly recommend that you leave the apartment while the cleaning is being done. Consider going outside for a walk or to relax on a bench, or sitting in your neighborhood seating area.
- No outside private housekeeping is allowed at this time. As always please wear your masks and maintain safe distancing while outside your apartment.
- If you do not want your apartments cleaned at this time, let Bill know when he calls and we will respect your decision.

**Beauty Salon**

- Katie Benard will initially be working alone and is currently contacting clients in the order that they had scheduled appointments following the day we closed in March.
- Clients will be allowed 30-minute time limits for permitted services which include shampoo, haircut, and dry hair roller set or curling iron set.
- For safety reasons, hair dryers of any sort are not permitted.
- The stylist will be fully protected with masks and goggles/shield.
- Residents will be asked to remain in their apartments until they are called (5 minutes prior to their appointment) and invited to come to the salon.
- Residents will be asked the standard screening questions on the phone call and will have their temperatures taken upon arrival at the salon.
- Residents must wear a mask over nose and mouth at all times while in the salon.

### **Podiatric Foot/Nail Care**

- Dr. Tencer will be on-site the second and fourth Thursday of each month. The service will be provided in the Physical Therapy Suite in the Fitness Center. Please call the Front Desk at ext. 0 to schedule an appointment. We hope to have him return to the clinic soon.

### **Clinic Visits-Duncaster and Community Patients**

Duncaster AL and IL residents are currently being seen in the clinic.

- Virtual visits are offered but most residents are choosing to go to the clinic for an in-person visit.
- Only one resident seen in the clinic at one time.
- Clinic staff will conduct phone screening prior to the appointment and temperature screening and registration upon arrival at the clinic.
- Residents will be escorted to an exam room as soon as they have been registered and screened. There will be no waiting in the waiting room.
- Residents will be one on one with the physician in the exam room.
- Residents should leave the clinic right after the appointment is completed.
- All exam rooms will be cleaned by clinic staff after each visit.
- Follow-up appointments will be made by clinic staff over phone.

Community patients will be seen as of June 15<sup>th</sup>.

- The clinic expects about 5 to 6 patients per day.
- Patients will be registered (by clinic staff) in their car upon arrival to Duncaster.
- Clinic staff will escort patients into the Aquatic and Fitness Center lobby and will screen them.
- Clinic staff will escort patients by elevator to the clinic.
- After the visit is done, the patient will be asked to leave the clinic, take the elevator to the Aquatic and Fitness entrance, and proceed directly to their car.
- Duncaster staff will clean the elevator and other high touch areas frequently.

### **Assisted Walking Program**

- Our Wellness Team, Lucy & John, have been walking with IL and AL residents who need a bit of assistance walking outside. Residents who would like to participate can contact Lucy at x5023.

## Family Visitation

### *Guidelines and Instructions-Independent Living:*

- No more than **3 family members** per resident at a time can come for a garden visit. No children under 14. No pets allowed.
- It is your responsibility to arrange ahead of time the location with your family where you would like to meet for your visit. If you have a ground-floor apartment, you may want to arrange your visit by the patio doorway. Also, we have many beautiful garden areas to use and chairs for our residents. For infection control purposes, **visitors should bring their own chairs**. If you need help arranging a visit location please reach out to one of the people listed below.
- On the day of the visit, visitors should arrive on campus at the exact time they have registered for on Sign-Up-Genius. Visitors will be met by a monitor at the 4-corners stop signs and should indicate that they have an appointment for a garden visit at Duncaster's Main Building with an Independent Living Resident.
- Visitors should proceed to the Aquatic and Fitness Center entrance, park their car and enter for screening questions and a temperature check. This should take no more than 5 minutes; once it is completed visitors drive, park and head to the visit location. Visitors must remain outdoors and cannot enter the building at any time.
- **All visitors and residents must bring and wear a face mask per mandatory order from Department of Health. If a visitor does not have a mask one can be obtained at the Aquatic Center.**
- Per CDC recommendation and Duncaster's strategy we want to maintain the lowest possible risk for exposure. We ask that visits be limited to **30 minutes or less, that visitors sit 6 or more feet away from residents, "socially distant," and that everyone is wearing a face mask covering their mouth and nose.**
- Please set a watch or timer; residents/visitors will be responsible to comply with the 30-minute time slot. When the 30-minute visit has concluded,

visitors are to return to their car and leave the campus. They will be stopped by the monitor at the 4-corners stop sign who will document the time they are leaving Duncaster.

***Additional Guidelines for Visitors:***

- People should not visit if they have traveled outside of the United States within the past 14 days or have come in contact with a person with suspected or confirmed COVID-19.
- Anyone who has had any of the following symptoms over the 24 hours prior to their scheduled time is not allowed to visit:

Fever greater than 99.5	Chills	Shortness of breath
Difficulty breathing	Cough	Sore throat
Fatigue	Muscle aches	Congestion/runny nose
New loss of taste	New loss of smell	Nausea/vomiting
- During your visit, it will be very tempting to hold hands, exchange a nurturing family hug or quick kiss; however, ***PLEASE DO NOT.***

***Registration Instructions:***

**PLEASE NOTE: Family members are receiving these instructions by email. Residents are receiving these instructions by hard copy and email. You can access the links noted below in your email. If you do not have a computer/email address or need assistance in making a registration, please contact one of the following persons:**

- Kelly Papa, MSN, RN, VP-Strategy and Community Life 860-380-5142  
[kpapa@duncaster.org](mailto:kpapa@duncaster.org)
- Sara Janowski-Therion Social Worker 860-380-5012  
[stherion@duncaster.org](mailto:stherion@duncaster.org)
- Adrienne Perry, Director Assisted Living and Care Management  
860-726-2198 [aperry@duncaster.org](mailto:aperry@duncaster.org)
- Janet Lamenzo, Director of Resident Services, 860-380-5115  
[jlamenzo@duncaster.org](mailto:jlamenzo@duncaster.org)

There are 3 registration links, one for each Independent Living Neighborhood. We are using an on-line registration site called **Sign-Up-Genius**. Just click the link for your neighborhood and Sign-Up-Genius will lead you through the process of procuring a visit time. It is very simple. Once you click the link, follow the instructions and you will be taken to a sign-up page offering available time slots.

We ask that each resident have ***no more than 3 garden visits total*** so that every resident has a chance to visit with family over June and July. ***Also, please sign up at least 24 hours before your visit.*** While the link will provide for same-day signups, ***we may not be able to honor same-day signup requests.*** Please note that all outdoor garden visits are weather permitting.

***Registration Sign-Up-Genius links:***

Click on the link for your neighborhood.

Prospect Resident Garden Visits

<https://www.signupgenius.com/go/904054BABAE22ABFB6-garden>

Gillette Resident Garden Visits

<https://www.signupgenius.com/go/904054BABAE22ABFB6-garden1>

Talcott Resident Garden Visits

<https://www.signupgenius.com/go/904054BABAE22ABFB6-garden2>