



July 17, 2020

Message to Duncaster Residents and Families

Michael A. O'Brien, President and CEO

### **COVID-19 Testing**

I am happy to report that all Duncaster staff tested negative on July 9<sup>th</sup>. As mandated by the Executive Order from the Governor a second consecutive test was conducted on July 16<sup>th</sup> and results are pending.

### **Independent Resident Testing:**

We will be conducting all Independent Resident testing on **Monday, July 27<sup>th</sup>**. The test kits will be obtained from Hartford HealthCare and our staff will administer the test. The same process as before will be instituted where staff will come to each apartment to perform the test. More details will be made available by mid-next week. **If you plan on being away or unavailable on the 27<sup>th</sup>, please contact Janet Lamenzo at X5115 no later than Tuesday, July 21<sup>st</sup>.** If you have any questions regarding the testing, please call Ami Desai at X2399.

### **Connecticut Travel Advisory**

On June 24<sup>th</sup>, a travel advisory was instituted for anyone traveling into Connecticut from states that have a new daily positive test rate higher than 10 per 100,000 residents or a state with a 10% or higher positivity rate over a 7-day rolling average. Individuals are directed to self-quarantine for a 14-day period from the time of last contact within the identified state. Those in quarantine should stay home, separate themselves from others, and monitor their health. As of July 14<sup>th</sup>, there are 22 states that meet the criteria:

**Alabama, Arkansas, Arizona, California, Florida, Georgia, Iowa, Idaho, Kansas, Louisiana, Minnesota, Mississippi, North Carolina, New Mexico, Nevada, Ohio, Oklahoma, South Carolina, Tennessee, Texas, Utah, Wisconsin.**

This list is updated on a regular basis as the situation develops across the country and can be found at:

<https://portal.ct.gov/Coronavirus/Covid-19-Knowledge-Base/Travel-In-or-Out-of-CT>.

This travel advisory applies to all travelers whose travel originates from the impacted states, and also applies to Connecticut residents who are returning from a visit to the impacted states. Quarantine does not apply to travelers who only have a layover in an impacted state.

Due to the risk of contracting infection, and because of the need to self-quarantine on return, Connecticut residents are urged to avoid non-essential travel particularly to the impacted states whenever possible. All Duncaster residents and employees that travel to one or more of the above listed states will be asked to quarantine for 14 days.

### **Department of Public Health Surveys**

The Caleb Hitchcock Health Center had two Department of Public Health surveys this week. Surveyors assessed the infection control processes and procedures as they pertain to COVID-19, observed staff and ensured that we had enough personal protective equipment. The surveyors were complimentary of our processes and satisfied with what they saw. It is expected that for the foreseeable future the Department of Public Health will continue to have surveyors in all Nursing Homes to ensure proper processes are followed.

### **Sales and Marketing**

While Duncaster buildings remain closed for visitors unless approved by Management, it is still necessary to conduct move-ins and move-outs. The Sales and Marketing team has developed very stringent guidelines for these moves including screening at the Aquatic and Fitness Center entrance, wearing of masks, limiting numbers of movers in the building, and disinfecting any affected hallways, surfaces, and elevators at the end of each day. Further, we have limited access to campus to those who are familiar with and agree to our processes. We will notify affected neighbors/neighborhoods in advance of each move.

We are also conducting prospective resident tours of vacant apartments on a selective basis. The process is that prospective residents are first emailed virtual tours of the models they might be interested in seeing. After viewing the virtual tour, if there is still interest, on-site tours are conducted. To the extent possible, apartments are accessed from the closest outdoor entrance, and hallway travel is limited. Similar to the movers, these visitors are screened at the Aquatic and Fitness Center entrance and masked at all times. The health and safety of our residents and staff is foremost in our minds as we manage and conduct these activities. Should you ever have any questions or wish to report a process not being followed, please contact Lisa Greene, Vice President-Sales and Marketing at X5005.

### **Update-Re-opening of Independent Living Services and Amenities:**

- ***Newly Opened: The lap and therapy pool re-opened on Wednesday July 15<sup>th</sup> to the great excitement of many residents and staff.***
- Housekeeping: Apartment cleaning has been restored for all residents.
- Family Visitations: Garden visits are permitted following the specified guidelines to keep everyone as safe as possible.

- Hair Salon: At this time only haircuts and settings are allowed-no blow dry or chemical treatments.
- Mail: The postal clerk delivers the mail and the Resident Services' team brings it to the residents' apartments.
- Packages: Delivery of packages to residents' apartments is done by Duncaster staff when they are delivered.
- Meals: Meals are being delivered by staff to residents' apartments.
- Entry: All staff and essential workers must enter through the Aquatic & Fitness Center entrance and be screened. Once screened for the day they may use other entrances.
- Commons Market: Telephone orders are filled and delivered to residents' apartments.
- Library: Open by appointment on Mondays and Wednesdays from 10:00A.M–12:00 P.M. Only 2 visitors at a time; call Lisa Moss at X2813 for a time slot. Deliveries will continue.
- Clinic: Visits by residents and outside community individuals continue with strict guidelines. They are also doing Telehealth visits.
- Physical Therapy: Physical therapy visits by appointment only and scheduled by the Physical Therapist.
- Podiatry: The podiatrist is at Duncaster every other Thursday afternoon. Call the Operator (“O”) for an appointment.
- Fitness Center (Gym): Use of the Fitness Center is now by appointment only and for one person at a time. Call X5024 or X5023 for an appointment.
- Live Fitness Classes: Classes are scheduled Monday through Thursday and registration is required. There are 2 classes daily—at 9:00 A.M. and at 11:00 a.m. A mask is required during the class. Call the Fitness Center X5024 or X5023.
- Game Room, Arts & Craft Room and the Workshop are open by appointment only.
- VirtuSense Testing: Lucy Eyre will be setting up appointments, or you may call her at X5023 for an appointment.
- Hallways: While not encouraged, when walking through the hallways, always wear a mask and touch as few surfaces and objects as possible.
- Kelly Papa is available for questions or comments and can be reached at X5142 or e-mail her at [kpapa@duncaster.org](mailto:kpapa@duncaster.org).

The danger of the virus and the failure of so many to take adequate precautions has been underscored recently by the surge in other parts of the country. As such we continue to monitor the latest updates from the Connecticut Department of Public Health, CDC and guidance from the Governor as we try to accommodate everyone to the best of our ability. In our ongoing efforts to keep all residents and staff safe we will always be very careful and cautious in our decision making to mitigate the risk of the virus and avoid any unnecessary outbreaks.

I want to extend my continued appreciation for your support and commitment to your safety and those who live and work at Duncaster. As always please remember to:

- *Wear a face mask*
- *Maintain physical distance*
- *Wash hands frequently*

Be well. Be safe.