



To: Residents and Families
From: Michael O'Brien, President and CEO
Date: December 29, 2020
Subject: Main Building COVID-19 Safety Restrictions

Over this past several days, three additional Independent Living residents tested positive for COVID-19. A total of twelve residents have now tested positive since December 15th. Residents who have tested positive reside on Gillette 4; Talcott 3, 4, 5; Prospect North 3 and Prospect 2. Please keep these residents in your thoughts.

Unfortunately, and with profound sadness, one of our residents passed away from COVID-19 complications on Sunday. Our thoughts and prayers go out to the family and friends.

During this extraordinary 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 must remain vigilant in our efforts to prevent the spread of COVID-19. As such, the safety and comfort of our residents and employees continues to be our primary focus during these uncertain times. Because of the current situation we feel it's important that we be extremely proactive and reinstate restrictive measures to protect those that we serve and employ. These restrictions will be re-evaluated upon receipt of the results of the January 7th Independent Living COVID-19 testing.

RESIDENT SAFETY

We strongly recommend that residents remain on campus and in the safety of their apartments. We also strongly recommend that residents avoid any place where people gather inside or outside of Duncaster.

These include restaurants, grocery stores, places of worship, retailers, parties, etc. In addition, we also strongly recommend that residents postpone all upcoming travel.

A walk in the hallways or outside is safe as long as you wear your mask, maintain a 6-foot distance from others and avoid touching your eyes nose or mouth without handwashing.

At this time it is extremely important that we self-quarantine and prevent the spread of the COVID-19 virus at Duncaster.

VISTOR RESTRICTIONS

Duncaster continues to be closed to visitors in the Main Building except for those related to health care and safety. We are highly discouraging outdoor visits or off-site visits.

DINING

Lunch and dinner will continue to be delivered to all residents' apartments.

ACTIVITIES, EVENTS AND MEETINGS

All resident group activities, events and meetings have been cancelled at this time. All trips have been cancelled at this time.

COMMON SPACE

All common spaces will be closed until after the test results arrive from our January 7, 2021 Independent Living Resident COVID-19 testing. 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.

MAIL

The Mail Room will be closed and mail will be delivered by Duncaster staff to your apartment Monday through Friday. There will be no Saturday delivery during this period. Reach out if there are any concerns for essential mail.

AQUATIC and FITNESS CENTER

The Aquatic and Fitness Center will be closed until after the test results arrive from our January 7, 2021 Independent Living Resident COVID-19 testing. This includes the fitness center, exercise room, pool, massage, out-patient physical therapy, lockers, and foot-care services. Exercise videos will continue to play 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

All salon services have been suspended at this time.

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

The 4th floor Assisted Living is closed to all visitors and non-essential staff at this time. Assisted Living residents must remain on the 4th floor.

WHEN TO CALL THE ASSISTED LIVING NURSES

If you feel ill, contact the Assisted Living Nurse at ext. 5152. **REMAIN IN YOUR APARTMENT IF YOU HAVE SYMPTOMS** of fever, cough, cold, loss of sense of smell, loss of sense of taste, diarrhea, nausea or shortness of breath.

CLINIC

The Clinic is currently closed and using tele-health for needed appointments.

DELIVERY OF PACKAGES

All deliveries will continue to go to the Aquatic and Fitness Center Entrance and be delivered to the resident's apartment.

All business-related deliveries will be received at the loading dock and delivery personnel will not be entering 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.

DROPPING OFF PACKAGES

Packages being dropped off for residents must be clearly labeled and delivered to the Aquatic and Fitness Center entrance. This includes groceries and personal items. Staff will deliver packages to resident apartments. Although packages can be dropped off at any time, for expedited delivery, please encourage families to drop off packages during the hours of 10am to 2pm.

CONTRACTORS

All contractors are restricted with the exception of essential safety and Duncaster business-related needs. Necessary contractors are tested for COVID-19 weekly the same as employees.

CLEANING AND DISINFECTING

Apartment cleaning has been suspended until after the test results arrive from our January 7, 2021 Independent Living Resident COVID-19 testing. Please call Bill Hall at ext. 5055 for any requests. Our housekeeping staff are following all recommended infection prevention measures and cleaning high-touch surfaces, common areas, elevators, entrances etc. with germicide.

STAFF ENTERING APARTMENTS

If any staff member needs to enter a resident's apartment, the resident must wear a mask.

WELLNESS PHONE CALLS/BUDDY SYSTEM

Residents can expect to have a phone call this week from Lucy Eyre, Director of Wellness. The purpose of the call is to connect with residents to ensure their well-being, answer any questions they may have and to see if there are any needs to be followed up on by a Resident Buddy.

TRANSPORTATION

Off-campus transportation services have been canceled with the exception of medically necessary appointments that will continue as scheduled.

DOING OUR PART

As the situation continues to evolve, Duncaster will continue to do what we feel is right to focus on the safety, health and well-being of our residents and staff.

Our efforts in containment and contact tracing have proven effective to prevent the spread. The first phase of the vaccination has rolled out. As soon as we have the dates for the next phase, we will communicate them.

Our next COVID-19 testing for the main building is scheduled for January 7, 2021. If you have a conflict for the morning of January 7th please call Janet Lamenzo at ext. 5115 to make arrangements.

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 Desai or Kelly Papa.

Our collective behavior and actions are crucial over the next several weeks. Please don't let your guard down or be complacent. As a caring community we have come through the past months together and I know we will get through this phase together.

Wishing you a healthy, safe and Happy New Year.