



Coronavirus Contingency Plan: IMPORTANT SITUATION UPDATE

Due to the growing gravity of the international health crisis, we are updating residents, staff, and other concerned parties with the latest information as it applies to our campus.

First of all, Henderson County currently has coronavirus cases actively under review. We do not want to scare you, but this does mean that the virus is getting closer to campus. For this reason, we are increasing our preemptive measures on campus. **We are still operating under Step 1 of our Coronavirus Contingency Plan (distributed Mar. 13 and updated daily since) and are adding the following measures:**

- **Voluntary Limitations on Visitors.** We are requesting that EVERY RESIDENT inform his/her family and friends of our visitor limitation. ***We are asking that non-essential visitors refrain from visiting campus, starting immediately.*** This action is not taken lightly and is CRITICAL in reducing our community's exposure to this very dangerous virus.
- **Voluntary Limitations on Travel.** If you do not need to go out, please don't. During this time of **social distancing** it is crucial that you place distance between yourself and **all others**. Given the Governor's closing of all state restaurants – with the exception of drive-thrus and delivery – we are not alone in taking this very seriously.
- **Inform Us of ANY Travel/Trips.** You might consider a trip to Asheville or Atlanta or any other typical location to be routine, but today no travel is to be taken lightly. We are looking at resident and staff travel that may involve "hot areas," where the virus has been active. Again, we are doing this to mitigate the risk to our ENTIRE CAMPUS. ***Residents should use the Absence Notification Form on the Hub or at the front desk to inform us of your travel.***

Residents who are aware of others' unreported visitors and/or travel to affected areas are encouraged to call ILS at 233-0625. We are relying on the entire community to stay safe.

- **Respect Your Neighbors' Health Needs.** We are a community built on looking out for one another and that remains unchanged. However, some of your neighbors may be self-isolating following travel or recovering from illness other than coronavirus. Therefore, check in with your neighbors via SAFE methods, including telephone, email, social media, etc. If you are concerned about a neighbor, call ILS at 233-0625.
- **Increase External Communication SAFELY.** Personal relationships are critical to our overall well-being. This is why we are asking, in this time of limited social contact, that you reach out to loved ones through SAFE means, including telephone, video chat, email, and/or social media interactions DAILY. Your family and friends want and need to know that you are safe; communicating in these safe ways will ensure that that need is met.



BE PREPARED FOR NEXT STEPS

Please remember that we may need to operate under Step 2 – campus lockdown – **at any moment**. To be prepared for such an event, we recommend that you:

- **Communicate Now with Family, Private Duty Sitters, Etc.** Make plans now for a potential campus lockdown. Have additional items on hand in the event of this escalation, including extra clothing, favorite foods (especially breakfast items), laundry detergent, medication that you routinely use, etc. We will provide what we can, but personal preferences will likely not be met.

WHAT WE ARE DOING TO PREPARE

Please know that we are working around-the-clock already to prepare for any escalation on campus. We are currently:

- **Creating a hotline number for residents to call for the latest information.** During Step 2 we will close the front desk and cashier window to avoid close personal contact. But we will offer alternative means of communication, including a hotline number. Stay tuned for more information. (The locked drop box will be available in place of the cashier window.)
- **Stocking a “camp store” for basic necessities.** Some select items will be available to residents who do not have access to outside resources.
- **Planning routine communications.** We know that channel 56 is not a viable option at this time, but we have plans for daily communications in the event that the situation escalates. You can always find the latest information at www.carolinavillage.com/news/coronavirus-preparedness and access the info on the Hub, under “**Emergency Information >> Coronavirus Preparedness.**” Stay tuned for more information on other communication methods.
- **Staying abreast of local situation updates.** We are following developments closely and will work with local and state public health officials to implement the best course of action if the situation escalates. *We are not alone in this situation.*

YOU SHOULD CONTINUE TO...

- **Inform us IMMEDIATELY if you are feeling unwell or show signs of respiratory sickness by calling ILS at 233-0625.**
- **Understand that this is a serious public health concern. We need your ongoing cooperation for the best possible outcome for the entire Carolina Village community!**

Thank you.