



Coronavirus Preparedness: Script for Conversations with Residents' Family Members Regarding Campus Visits

{IDENTIFY SELF AND REASON FOR CALLING}

Good morning/afternoon. This is {name} at Carolina Village. We've received a number of questions regarding visitation due to the national coronavirus situation, so we are reaching out to residents' families.

To be clear, at this time we have no documented cases of coronavirus on campus or in Henderson County. However, we are taking every reasonable precaution to protect our residents since coronavirus is particularly dangerous to the senior population.

We are asking that visitors who have traveled outside of the country OR within areas with confirmed cases within 14 days prior to their visit to Carolina Village NOT visit campus at this time.

We have not self-quarantined and are still allowing visitors who are considered "low-risk" to the Care and Medical Centers, but we are screening them at the door. These visitors are required to complete this sign-in process. Currently we are screening visitors to the Independent Living areas only when we are notified of a concern. We are asking for every visitor's cooperation and good judgment when it comes to their personal risk level to our community members.

{ANSWERS TO QUESTIONS YOU MAY RECEIVE}

What is Carolina Village doing to prepare for a possible coronavirus outbreak?

- We are following recommendations set forth by the CDC, the North Carolina Department of Health and Human Services (NCDHHS), and the Centers for Medicare and Medicaid Services (CMS), to ensure the safety of our residents and employees.
- Our staff includes two R.N.s who are registered Infection Control Specialists. They, along with other leaders, are following the developments closely and implementing best practices accordingly.
- Our health care staff is specially trained for infectious outbreaks, including coronavirus. We have increased those trainings and multidisciplinary meetings so that we are as prepared as possible.



- Staff across campus is proactively disinfecting common areas and shared surfaces with disinfectants that specifically target coronavirus and other highly contagious viruses.

Is Carolina Village restricting large groups?

We are relying on the sound judgment of residents and staff in terms of gatherings involving large groups of people. We reserve the right to cancel any event for the sake of the collective health of the community. Please monitor the Hub and other internal communication sources for these updates.

What are the currently affected areas?

Affected areas currently include parts of Asia, Iran, Italy, Washington state, and other areas, though it is changing daily. The governor of North Carolina declared a state of emergency for North Carolina on Tuesday because there are confirmed cases in both North and South Carolina.

What happens if residents in Independent Living travel to an affected area?

Residents in Independent Living have been directed to inform us of their travel. If their travel has involved specific locations, these folks will be placed on an automatic 2-week quarantine in their home followed by a health assessment by a Carolina Village health care provider.

What is Carolina Village doing to ensure that EMPLOYEES are following protocol?

Staff has been trained to inform their Department Head of any travel. If their travel has involved specific locations as identified by the CDC they will be placed on an automatic two-week quarantine outside of the Carolina Village campus followed by a health assessment. **Staff members are being directed to stay home if they are sick, whether or not coronavirus is suspected.**

Does Carolina Village have adequate medical equipment?

Carolina Village is actively managing our medical equipment supply to ensure that we have what we need, when we need it. We continue to order through our distributors to ensure adequate supplies and have not encountered any supply chain problems as of this time.

Does Carolina Village have adequate food for a possible quarantine?

We keep food and other emergency rations on hand for any emergency situation. Our food supply chain has not been disrupted, but we are making contingency plans for such an event.

What are the symptoms of coronavirus?



Symptoms include mild to severe respiratory illness with fever, cough, sore throat, and shortness of breath. Symptoms usually appear 2-14 days after exposure. While 80% of the cases are considered mild, it is hitting seniors particularly hard, which is why we're being very cautious.

What should a resident do if they're not feeling well?

Residents should inform Carolina Village IMMEDIATELY of any symptoms. They will assess the situation and determine the best course of action for that resident.

What will happen if coronavirus is identified at Carolina Village?

Any case of coronavirus symptoms at Carolina Village will be actively managed QUICKLY in order to prevent the spread of the virus. We will identify the symptoms and level of exposure, isolate the individual, and inform local and state health authorities if coronavirus is suspected. We have established policies and procedures in place for such an event.

Is coronavirus the primary health threat at present?

While coronavirus is top-of-mind for all of us, it is important to remember that we are highly skilled at reducing the threat of widespread outbreaks of infectious diseases, such as flu. We are taking the threat very seriously, and adding recommended precautions to our policies and standard operating procedures.

Can I get tested for coronavirus at Carolina Village?

No; all testing for coronavirus is coordinated through the North Carolina state lab. The test kit is not available to local health care providers.

Can I read the Coronavirus Preparedness document issued by Carolina Village?

Yes; You can see the whole document at www.carolinavillage.com/news/coronavirus-preparedness.
{Offer to email this link to them.}

Who can I talk to if I have additional questions?

If you have further questions, please call our Healthcare Administrator, Alex Tucker at 828-233-0629 or our Director of Nursing, Kelli Russell at 828-233-0618.

{THANK FOR THEIR COOPERATION}



We appreciate your support and cooperation during this time. Thank you.