



***Effective immediately, Penick Village is restricting all visits to our campus.***

March 15, 2020

Dear Residents, Families and Co-Workers,

After Governor Cooper's State of Emergency address, we are making the decision to restrict all visitors to Penick Village's campus in order to minimize the possibility of Coronavirus (COVID-19). We are taking the following additional steps to minimize the risk effective immediately:

- **All visitation to Penick Village is restricted.**
  - This means no unapproved visitors, including family and friends, will be permitted on campus in all areas.
  - Visitation may be permitted only in extreme circumstances (i.e. compassionate care situations, such as end-of-life) and only with the express permission of Penick Village after an approved screening.
  - Certain vendors will continue to be on campus after a screening in order to maintain continuity of business to assure Penick Village's organizational needs are met.
- **Beginning Monday, March 16, 2020, the Village House will be closed.**
- **Resident Services will deliver mail, newspapers, and packages to outside Independent Living resident's doors by 5 pm each day.**
- **Beginning Monday, March 16, 2020, all campus dining venues will be closed.**
  - On Monday, March 16, 2020, for Independent Living residents, Dining Services will deliver one hot and one cold meal per day. Both meals will be delivered between 12 noon and 2 pm to your cottage or apartment.
  - ***Each day thereafter if you would like these meals, please call Dining Services by 10:30 a.m. each morning at 910-692-0377.***
  - Residential Assisted Living and skilled nursing meals will be served in resident rooms or small settings.
  - Since the Garden Cottage falls significantly under all number requirements, residents may continue to eat at the table.
  - If you need breakfast items, please contact 910-692-0377 to coordinate the use of Penick Village's Store-to-Door program.
- **In addition to healthcare employees, all employees will complete a screening when reporting to work.**



- **All campus group life enrichment events are suspended until further notice.**
  - We are going to explore daily video updates on Channel 1390.
- **All Independent Living residents receiving therapies will be conducted in resident apartments.**
- **On-Campus transportation will be suspended until further notice.**
- **Off-Campus transportation:**
  - **Please reschedule all appointments that are not urgently needed for an acute condition.**
  - *We will only be providing transportation to urgent physician appointments until further notice.*
  - Regarding physician appointments, if you need assistance communicating with your doctor or determining if your appointment is urgent, please call Jennifer Pollard at 910-692-0361 or April Lyles at 910-692-0352.
  - If you have an appointment scheduled already, please contact your physician's office to ask about rescheduling or having a telephone appointment.
- **Work orders will be sorted and prioritized to essential maintenance issues.**
- **Housekeeping will be suspended. Garbage will be picked up.**
  - If you have an individual issue, please call Housekeeping at 910-692-0383.
- **Some FAQ (Frequently Asked Questions)**
  - **What about deliveries to my apartment or cottage?**
    - We would encourage that any delivery be left at the door of your cottage or apartment building.
  - **What if I have a service scheduled in my apartment such as an outside homecare agency, housekeeping, IT service, etc ...**
    - We would encourage you to reschedule as many of these services as possible. If you *cannot* reschedule, each person needs to complete the attached screening form, and if they answer yes to any of the questions, you should not allow them into your apartment building, apartment or cottage. Any ongoing services need to be approved by Penick Village. Please call Resident Services at 910-692-0352 if you have an ongoing service for approval and screening.
  - **Do I have to stay in my residence this whole time?**
    - No, just practice social distancing (6 feet) from other people. You may go for walks on campus, and you may leave campus; we strongly encourage you follow the CDC's recommendations on social distancing to prevent exposure.

- **Will people still move in during this time?**
  - Actually, yes. It's a tough welcome, but we have scheduled move-ins. There will be screening for these folks along with the movers.
- **Will the Wharton construction project still continue?**
  - Yes. They will be walking from their vehicles to the site and back. No Wharton project construction contractor or subcontractor will be in any Penick Village occupied building during this time.
- **Other Information:**
  - **Symptoms of the COVID-19 are:**
    - Fever, cough, shortness of breath, and/or sore throat
    - If you are experiencing any of these, please stay in your apartment and cottage to help prevent possible spread or further exposure. Please call Resident Services at 910-692-0388 so we may further assist you.
  - **Please follow CDC guidelines and recommendations:**
    - Wash hands frequently.
    - Don't shake others hands.
    - Avoid crowds.
    - Stay six (6) feet apart from other people.
    - Make sure you have your necessary medications on-hand along with any over-the-counter medications to treat fever and other symptoms.
  - **Please keep your family informed of the steps the Penick Village family is taking to prevent exposure to COVID-19.**
  - **If you choose to spend time with your family during this time, please follow our existing philosophy and process and let the Resident Services desk know that you will be gone and for how long.**

For additional information, the North Carolina Department of Health and Human Services website [www.ncdhhs.gov](http://www.ncdhhs.gov) has helpful information along with a hotline for questions 1-866-462-3821.

We appreciate all your prayers and support. As further developments occur, we will continue to share Penick Village's next steps. Most importantly, if you have questions, please call Resident Services at 910-692-0300, or if your loved one is in healthcare, the main number at their location.

Thank you,



Jeffrey I. Hutchins  
Chief Executive Officer



Caroline Hendricks  
Chief Operating Officer





## Prevent COVID-19: Screening Checklist

### 1. Do you have any of the following respiratory symptoms?

- Fever (checking for temperature is not necessary)
- Sore throat
- Cough
- New shortness of breath

**If YES to any, please do not enter the building. Please contact Resident Services at (910) 692-0300.** You may or may not have COVID-19, and the potential consequences to COVID-19 entering the building are serious enough that we request you not enter even though you may not have it. Many populations outside of the elderly do not show any symptoms but are able to transmit the virus to others.

If NO to all, proceed to question #2.

### 2. Have you

- Travelled internationally within the last 14 days to areas *where COVID-19 cases have been confirmed* or been in contact with individuals who have?
- Worked or visited another health care setting *that has confirmed COVID-19 cases* (this may change as COVID-19 spreads in the community)?

**If YES to any, please do not enter the building. Please contact Resident Services at (910) 692-0300.**

If NO to all, proceed to question #3

### 3. What is the purpose of your visit/entry?

- Employee or contractor involved in meeting resident needs or maintaining the operations of the facility.
- Immediate family member visit for compassionate care situations such as end-of-life.

### Reminders:

Please wash your hands or use alcohol-based hand rub (ABHR) throughout your time in the building;

Please do not shake hands with, touch or hug individuals during your visit; and

Please practice social distancing of six feet.

Please complete a new Screening Checklist every time you return to our campus.

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Print Name

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Date

