

## CAMPUS UPDATE

**DATE:** March 19, 2020  
**FROM:** Sean Huyett, President & CEO

Our procedures continue to evolve as we respond to new information regarding the COVID-19 virus. We appreciate your support and compliance with these changes. The goal is to keep the virus off our campus. Your support of the new procedures and the practice of Social Distancing by everyone – Residents and Employees – will help us through this difficult time.

**TODAY – We did our first video address.** These will continue on Thursdays at 2:00 p.m. on TV Channel 970. As a reminder, please plan to **attend our Monthly Confab via your TV on Tuesday, March 31 at 10:30 a.m.** You may submit questions in advance by sending an email to Angela Jones (ajones@wclynchburg.org) or submitting your question in writing by using the comment card box outside the Administrative Office, 2<sup>nd</sup> floor Brookhaven.

### **TODAY - NO VISITORS ARE PERMITTED ENTRY TO ANY AREA OF THE WCL CAMPUS**

1. Building Doors will continue to be locked. Please use the call button for the doors at Woods Edge, Creekside and on the Terrace. Identify yourself to Front Desk personnel and they will buzz you in.
2. Key Fobs will work for the Main Entrance and the Wellness Center door by Bank of the James.
3. Only approved contractors, such as renovation subcontractors and moving company employees, are permitted with WCL staff member escort.
4. Our Nursing Team continues to coordinate family needs for some visitation in our healthcare areas related to certain compassionate care situations, such as an end-of-life situation.

### **ACCOUNTING OFFICE CLOSED to residents until further notice.**

However, staff members are still available to provide services for you.

If you need assistance, you can call or email during these hours: 9:00 a.m. – 4:00 p.m.

- Melinda can be reached at 434-386-3513 or at mturpin@wclynchburg.org
- Dana can be reached at 434-386-3510 or at dferguson@wclynchburg.org
- Karen can be reached at 434-386-3509 or at kferguson@wclynchburg.org

### **B & G NEWS**

Building Services will continue processing work order requests. In an effort to minimize exposure, WCL is asking Residents and Staff Members to limit requests to only those deemed absolutely necessary.

### **DINING INFORMATION**

**Effective Thursday, March 19: All Meals will be Take Out Only in both the Canterbury Café and the James River Grille.** Hours of service in the Café remain the same; JRG will close at 7:00 p.m.

**ENVIRONMENTAL SERVICES** uses only EPA recommended disinfectants for COVID-19. We are doing our best to exceed the guidelines of the CDC and CMS. Weekly cleaning schedules remain in place for Apartments, Cottages and Assisted Living. Healthcare services continue daily, 7 days a week.

Because infection control and prevention is our utmost priority, we are suspending non-essential EVS services until further notice. Non-Essential services include:

1. Cleaning balconies
2. Re-arranging furniture
3. Non-essential moving service requests.

### **NEW MAIL DELIVERY PROCESS**

Thank you for removing the decorations from the shelves outside your apartment doors. It truly helped WC staff members deliver the mail this morning. We will do our best to sort and deliver mail delivered by the U.S. Postal Service the day it arrives. Inhouse communication materials will be delivered as well.

U.S. Postal Service to cottage residents is unchanged. Printed communications issued by WC will be delivered to cottages by staff members.

This process applies to all packages as well. We will deliver packages from UPS and others. Please do not visit the Front Desk to get these items.

We are working on implementing all your email requests related to “No Paper”. Thank you for your responses. Paper messages will continue as we sort through this information.

### **REMINDERS**

1. Remember to practice Social Distancing when in public areas of campus.
2. Contact the Resident Life and Wellness Office for assistance with online ordering and delivery of groceries and other supplies.
3. **Medical Attention After Hours** – If you need a nurse in the evening, after the Clinic has closed, call the Front Desk at Extension 3563 and ask for a nurse. *DO NOT GO to Assisted Living to see a nurse.* The nurse will come to you. If you have a medical emergency and need nursing support, press the button on your Sara Pendant.

### **U.S. CENSUS**

Independent Living residents should fill out and submit their own census forms. The U.S. Census Bureau is encouraging everyone to submit their forms online, by mail or by phone. Westminster Canterbury will take care of the census count for residents in Healthcare and Assisted Living.