



COVID-19 / CORONAVIRUS FREQUENTLY ASKED QUESTIONS Issue 2 – April 3

CONTACTS AND COMMUNICATION

Who is the contact for questions in Independent Living?

Garrett Saake, Director of Resident Relations & Sales (GSaake@well-spring.org and 336-545-5451)

Who is the contact for questions in Health Care areas?

Questions from families of Health Care residents should be directed to social workers Donna Tessitore (DTessitore@well-spring.org or 336-545-5356) or Sierra Baldwin (SBaldwin@well-spring.org or 336-545-5437) or the resident's nurse.

How can I receive ongoing updates and best find out what's happening?

We have developed many vehicles by which you can receive information in a timely fashion, including:

- Our new COVID-19 Information Phone Line (**336-545-8818**) which is updated each morning by around 10:30 a.m.
- The Resident Portal
- Our in-house TV channel 1390
- Elevator signage
- Steve's in-house TV updates, broadcast live each Tuesday at 2 p.m. and Thursdays at 1 p.m. These are recorded and can be viewed later online at www.well-spring.org/updates
- The weekly Need to Know publication
- Memos distributed as warranted
- SARA phone calls (urgent messages only)

COVID-19 CASES, TESTING AND MASKS

Do we have anyone who has tested positive for the virus?

At this point, we have not had a team member or a resident who has tested positive for the virus. As you know, the virus is expected to continue to spread, so our efforts are currently focused on preventing – but also being prepared – if and when we have a confirmed case.

What will happen if an employee tests positive?

Team members will be sent home immediately and will not be allowed back on the campus for a minimum of 14 days (as per guidance from the Centers for Disease Control, or "CDC") or until their symptoms are resolved – whichever is longer.

What will happen if a resident were to test positive?

We will follow protocols set forth by CDC and the Centers for Medicare and Medicaid Services (CMS), whether that be a localized quarantine or a full campus quarantine. We will work under the guidance of our Medical Director, Dr. Tiffany Reed, and the Department of Health, as well. In addition, we would treat the resident here under isolation or transfer to the hospital if indicated. Our team has planned for the possibility of this – strong safeguards are in place through which we will isolate the resident and best shield against the possible spread of the virus on campus.

An area in Health Care has been cleared for potential COVID-19 patients. Does Well-Spring really have the capacity for treatment?

If a case is mild, Independent Living residents would be quarantined in their unit, just like for the flu or norovirus. If a resident needs additional care, they could be treated in the Rehab unit. We cannot do ventilator care here, so further care would need to be in a hospital.

When testing becomes available, will staff and residents be tested?

The protocols from the CDC and N.C. Department of Health and Human Services say only to test those who are symptomatic. If we did do testing, there would be approximately 800 tests to do, and they're only good for that particular day. It would be problematic to test everyone every day.

What is the recommendation for use of masks for residents on and off campus?

Guidance is not very clear. The CDC says masks are not necessary for healthy people and they are better for those working directly with COVID-19 patients and for those who are symptomatic. We are starting to hear that perhaps they are helpful for everyone, not just for droplet transmission, but because they keep you from touching your face. If it makes you feel better, feel free. Cloth masks are good for this purpose, especially if they have a place for filtering material (even a coffee filter).

SOCIAL DISTANCING AND SCREENING

What does it mean to “self-isolate”?

Self-isolate, in its simplest form is, “don't spread the infection to others.” You do this by not coming to communal areas of campus (such as the dining area), not being within 6 feet of anyone, and not touching areas outside of your home. We do encourage you to come out of your home and walk outside while remaining physically separated from everyone else. Self-isolation is different from quarantine. We do not want you to feel like a prisoner in your home, but to take extra precautions from infecting others.

Why is self-isolation important?

The best way to stay healthy is to not come into contact with anyone who may have been exposed to the virus. We are asking people to “self-isolate” to prevent infecting others. The best way to eliminate your risk of exposure at this time is to stay in your home and limit contact with others. This will help protect you and your fellow neighbors.

Residents are divided as to whether or not it is appropriate to visit with each other.

We are under a statewide Stay at Home order. The CDC says this means not visiting with people outside of the ones with whom you live, unless there is a 6-foot distance between you. Officially, table games like bridge and mah jongg are frowned upon. Remember, this is temporary. We want you talking to your neighbors and socializing *from a safe distance*.

What are we doing to screen essential personnel who arrive on our campus?

Well-Spring team members, essential health care workers and those workers responding to emergencies are the only individuals allowed on the campus. In addition, an exception is made for:

- The loved ones and caregivers of residents who are under hospice care or experiencing active end of life
- Caregivers of residents who have a medical necessity

They are screened when they arrive on at the main entrance, using the protocols provided by the CDC.

If I leave the campus for any reason (required health care treatments, visit family, groceries, etc.) what are my responsibilities to the campus when I return?

The State of North Carolina has issued a “Stay at Home” order, which enforces what we've been saying now for several days – strongly discouraging trips off campus. This state's mandate is in effect through April 30. **(More details on Stay at Home orders may be found at the end of this document)**. All non-emergency trips, medical and dental appointments, etc. should be postponed to a date no less than one month out.

Can I leave my residence to enjoy some outside air and beautiful weather?

A resounding yes! We encourage you to enjoy the fresh air while staying on campus and practicing responsible social distancing. The CDC currently recommends maintaining at least a 6-foot distance between individuals.

What does self-quarantine mean for a resident?

Self-Quarantine means you stay inside your own residence.

Will there be a possibility for spouses in Independent Living to visit their loved one in Health Care?

Discussions will continue as the weather warms up to possibly have socially distant visitation outside, after we get through the next few weeks and we pass the estimated peak on April 22. We are focused on compartmentalizing potential transmission, so even though there are staff in Health Care each day, they are not travelling through Independent Living and vice versa.

Regarding residents who live alone, could a schedule be put together for socially distanced walks and/or visits?

Alan and Garrett are making regular phone calls. It is on our radar that residents may like to help coordinate visits and we continue to adapt on the fly.

Can we walk outside the gates? Do we have to be screened when we return?

Yes and yes. Also, the pedestrian gate at the back is locked. You must re-enter through the front entrance.

Can I have a visitor on campus if they stay away from any common areas?

No, all visitors are currently prohibited from entering the campus and buildings.

Can I meet a visitor off campus?

The State of North Carolina has issued a "Stay at Home" order. Off-campus visits should now end. We implore all residents to remain on campus. The risk of exposure to the virus is just too great.

Why can we have new construction on campus, but my family can't visit?

We have signed contracts with Samet and with those waiting on the new units, to which we are obliged. The construction workers will not enter any of our buildings, and the construction site will be fenced off to prevent contact with residents.

Can I visit residents in Assisted Living, Skilled Care, Memory Support or Rehab?

No, the residents in Assisted Living, Memory Support, Rehab and Skilled Care areas are extremely vulnerable to the coronavirus with a high mortality rate. The CMS issued a new update restricting any visitor in these areas.

Are we continuing to bring potential new residents on campus for marketing appointments and tours?

For the immediate future we have cancelled all marketing events, appointments and tours. We have temporarily changed our marketing practices to do as much as possible remotely. When it is necessary to bring a potential new resident to campus, they will be screened and only visit the residence they are considering. General tours of campus will not be given.

Why are we continuing to allow new residents to move-in?

Currently, there are no Independent Living move-ins scheduled until summer.

Can a resident temporarily leave our community and stay with friends and family?

The State of North Carolina has issued a "Stay at Home" order. Off-campus travel should now end. We implore all residents to remain on campus. The risk of exposure to the virus is just too great.

GROCERY SHOPPING

How can I get groceries if I don't want to leave campus, as recommended?

Get your groceries delivered right to your door*. Well-Spring Solutions is working with a local grocery store – typically Harris-Teeter – to place orders for residents, pick them up, and deliver them to your door**.

Orders should be placed by:

- Deadline 3 p.m. each Monday for Tuesday purchase and delivery
- Or deadline 3 p.m. each Wednesday for Thursday purchase and deliver

To place an order:

- **Email btarnowsky@well-spring.org** with a detailed list of items you would like purchased and whether or not you would be willing to accept an alternative for each item.
- **Or call 336-545-5446** with a detailed list of items you would like purchased and whether or not you would be willing to accept an alternative for each item.

Fees

- The Life Plan Community will bill you on your monthly statement for the cost of the groceries plus a \$5.00 service fee per order.

**It is important to note that some items may be limited or not available at all. Grocery stores are experiencing unprecedented amount of orders and demands due to COVID-19. We will fulfill your orders to the best of our abilities. However, we ask in advance for your patience, understanding and flexibility due to the circumstances.*

***Details of this service are subject to change based on utilization, volume, and other extenuating factors.*

DELIVERIES AND MAIL

Are deliveries from loved ones or friends of residents (in Independent Living or Health Care), or from grocery stores, pharmacies, online purchases, USPS, FedEx, UPS, laundry, etc., still allowed?

Yes, deliveries are allowed at the main entrance. We're asking loved ones/friends and professional drivers to try to make deliveries between 10 a.m. and 2 p.m. Monday through Friday. Deliveries will then be taken to residents by our staff.

Can I order food delivery from a local restaurant?

Yes. Deliveries for residents in Independent Living will go to the reception desk in the Rotunda. For those living in Health Care, orders will go to the Health Care reception desk. Once received, staff will notify residents to come pick up their order. (NOTE: We recommend/request that you please avoid food takeout deliveries between 10 a.m. and 2 p.m. during delivery times for other things – to avoid bottlenecking).

What is the appropriate way to retrieve my mail?

If you are in an apartment or villa and self-isolating or would like your US mail delivered to your home, please contact us to make those arrangements. Please feel free to visit your mailbox – but, again, it is important to be aware of maintaining safe social distancing, particularly at the mail room off the Rotunda, which is a small space. If you are unable to retrieve your mail, please contact us.

Do cards and notes from Independent Living to Health Care have to go through the Post Office?

No, you can drop them off at our Front Desk.

HOUSEKEEPING

Were any alternatives to complete cessation of cleaning services explored?

Yes, but it all came down to keeping staff from traveling between multiple units. We will re-examine this after the expected case peak date of April 22.

Are there any exceptions for housekeeping? (For example, “I cannot change my sheets myself.”)

Yes. Call the Housekeeping Department for specific needs.

If Housekeeping staff are scanned every day and considered healthy enough to be on campus, and if food service workers are preparing our meals, why can't Housekeeping staff be in individual units?

This goes back to compartmentalization and reducing the possibility for transmission between units. Food service workers are not touching anything with bare hands. Also, a reminder that temperature-free does not equal virus-free.

Is it possible to borrow a vacuum or other floor cleaning equipment from housekeeping?

Yes, just call Housekeeping. They can also come vacuum for you.

Our monthly fee includes housekeeping. Will there be a discount now?

No, as this is temporary and we are incurring additional charges which we are not passing on to you – such as extra Personal Protection Equipment, food containers, etc.

Will you be providing cleaning supplies?

If you need something, please call Housekeeping.

DINING SERVICES

How and when will meals be delivered?

- This will take place seven days a week.
- Set menus will be prepared, and weekly menus will be distributed.
- You may choose from the 2 entrees offered, or an entrée salad with listed protein, or all vegetable salad with legumes. You may also order a continental breakfast consisting of cold cereal, milk, banana (when available) OR apple, muffin or Danish *for the next morning*.
- Each meal will include the day's vegetables, soup, salad or fresh fruit cup (every other day), dinner roll and dessert

HOW TO ORDER

- **Call (336) 545-5363** between 8:30 a.m. and 12:30 p.m. *the day before the next day's meal*.
- If you wish to place a weekly order using technology, please complete your order for a full week, and indicate the number and type of meals you wish to receive for each day. When your weekly menu is completed, take a picture of your menu and email to diningorders@well-spring.org by Saturday at 2:00 p.m. To minimize person-to-person contact, paper copies will not be accepted – only emailed copies.

MEAL DISTRIBUTION

- Meal delivery will be made to **apartments** starting at approximately 11:45 a.m. for East Wing apartments and 12:45 p.m. for West Wing apartments.
- A van will deliver meals to residents of **Greenway Villas** at approximately 1:00 p.m. The van will park near the mailboxes if you wish to drive by and pick up your meals.

- **Residents of garden homes and villas** should drive to the Bauman Bistro porte cochere during the following blocks of time (so that everyone does not all arrive at once). If you are not able to drive up, call us for meal delivery.
 - 12:00-12:15 p.m.: Residents of Blazing Star Lane and Angelica Lane
 - 12:15-12:30 p.m.: Residents of Trillium Lane and Wildflower 3541-3543
 - 12:30-12:45 p.m.: Residents of Wildflower Drive
 - 12:45-1:00 p.m.: Residents of Magnolia Villa (Galax, Woodsage, Blue Violet)

Upon receiving your meals, we suggest refrigerating them if you will not be eating at that time. You may also wish to transfer your meal from the container to a plate and cover with plastic wrap before refrigerating for easy reheating in the microwave. Just use a fork to pierce the plastic wrap when opening to allow the steam to escape first.

You may also order more than one meal at a time. This is your choice. You will be assessed 1 meal credit for each meal that you order. On “Steak Nights,” there will be a limit of 2 steak meals per person.

If you have any questions or concerns regarding Dining Services’ new procedures, please feel free to call George Galvin at (336) 545-5424 or David Rominger at (336) 545-5426.

There are concerns about food waste. Is it possible to cross off what you don’t want?

Yes, you can cross out what you don’t want and/or request a smaller portion. We continue to perfect the meal delivery system.

What is the most responsible way to dispose of the Styrofoam and plastic food containers?

The plastic ones can be rinsed and recycled. We have explored various options over the past 20 years as far as disposing of and reducing Styrofoam usage, but there isn’t a better solution right now. As a reminder, when the Bauman Bistro is re-open, there are reusable plastic food containers in the Shoppe that are wonderful for take-out meals.

Are the black and clear plastic food containers from Dining Services recyclable?

Yes, but they must be rinsed out.

MISCELLANEOUS

How can I best manage my dry-cleaning needs?

Dry Cleaning services are provided to residents in Independent Living and Health Care by A Cleaner World. A Cleaner World will continue to service existing Well-Spring clients **ONLY ON TUESDAYS**. Residents in apartments and Health Care should continue their same process of placing items in A Cleaner World bags outside their home by 10:00 am Tuesdays. Well-Spring facilities staff will collect bags and exchange at a central point with A Cleaner World to minimize non-Well-Spring staff moving through the buildings.

Residents of Greenway Villas should place their bags outside their home by 10:30 a.m. Bags at Greenway Villas will be collected outside of your home by A Cleaner World.

Can we go swimming or use the fitness room?

No, the Aquatics & Fitness Center is closed, per an Executive Order by Governor Cooper regarding all gyms/fitness facilities.

Is it possible to put Robin’s exercise videos on the portal so we can access them at any time?

Yes, this is being worked on.

I manage my loved one's pill reminder and need to refill it. How do I handle this?

You have 2 options. You may come to the campus to refill the pill reminder, and you will need to go through the screening process when you enter. Once you are screened, from there, you may proceed straight to your loved one's home. When you get to their home, please enter and maintain social distancing. Wash your hands before you begin handling the medications. Once you finish refilling the pill box, be sure to wash your hands again. You should then leave the residence, go straight to your car and leave the campus.

Your second option is to arrange for Medication Management services via the Clinic Nurse. Contact the Clinic Nurse at (336) 545-5375 for more information.

Will worship services still take place?

We have temporarily cancelled all in-person worship services. Thursday worship at 2:30 p.m. is being led, however, on our in-house TV channel 1390. Additional worship services, led similarly, are listed in the weekly calendar.

STATEWIDE & TRIAD 'STAY AT HOME' ORDERS

What does this order mean?

This emergency order requires all North Carolina residents to stay home in an effort to reduce exposure with the goal of reducing the spread of COVID-19 and hospital admissions.

What are the dates for this order?

The statewide Stay at Home order remains in effect through April 30. It will be continually evaluated and modified based on the guidance from public health officials and experts.

What is allowed?

- Go to the grocery, convenience or warehouse store
- Go to the pharmacy to pick up medications and other healthcare necessities
- Visit a health care professional for medical services that cannot be provided virtually (call first)
- Go to a restaurant for take-out, delivery or drive-thru
- Care for or support a friend or family member
- Take a walk, ride your bike, jog and be in nature for exercise – just keep at least six feet between you and others.
- Walk your pets
- Take pets to the vet
- Help someone to get necessary supplies
- Receive deliveries from any business which delivers

What isn't allowed?

- Go to work unless you are providing essential services as defined by this Order
- Visit friends and family if there is no urgent need
- Get closer than 6 feet from others
- Visit loved ones in the hospital, nursing home, skilled nursing facility or other residential care facility, except for limited purposes as provided on the facility websites
- Travel except for essential travel and activities

What businesses and types of work are considered essential?

- Healthcare, public health, law enforcement, public safety and first responders
- Food, beverage and agriculture
- Grocery stores and pharmacies
- Transportation (airlines, taxi, public transportation, vehicle rental, logistics)
- Media
- Gas stations and businesses needed for transportation (auto supply, auto repair, bicycle shops, etc.)

- Financial institutions such as banks, consumer lenders, credit unions, appraisers, title companies, financial markets, trading and future exchanges, entities that issue bonds, etc.
- Hardware and supply stores
- Critical trade occupations, such as building and construction, plumbers, electricians, exterminators, janitorial staff, security staff, HVAC, painting, moving and relocation services and other services that are necessary to maintaining the safety, sanitation and essential operation of residences and businesses
- Mail, post, shipping, logistics, delivery and pick-up services
- Laundry services
- Restaurants for off-premise consumption (in-house delivery, third-party delivery, drive- thru, curbside pick-up and carry out)
- Professional services, including but not limited to legal, accounting, and insurance
- Childcare centers
- Manufacturing, distribution and supply chain
- Hotels and motels
- Funeral services
- Other community-based government operations and essential functions including human services
- Other community-based human service operations
- Hazardous materials

What is considered essential business/travel?

- Shopping for necessary supplies and services
- Providing necessary care for others
- Traveling to work for essential business and operations
- Traveling to a healthcare appointment
- Outdoor activities such as walking, hiking, running, cycling, using greenways

Are personal services, such as nail salons, hair salons, barbershops, and tanning facilities classified as essential?

No, businesses that provide personal services are not classified as essential and have been ordered to terminate their services by the Governor.

What is considered essential travel?

- Any travel related to the provision of or access to essential activities, essential government functions, essential business and operations, or minimum basic operations
- Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons
- Travel to and from education institutions for purposes of receiving materials for distance learning, for receiving meals, and other related services
- Travel required by law enforcement or court order, including to transport children according to a custody agreement