

## Coronavirus Q&A March 15, 2020

This week, the impact of coronavirus has exploded around the world. It is an unprecedented time. At Landis Homes, team members are carefully monitoring and implementing government regulations and protocols. We are also committed to doing all we can to maintain open communication with residents and families. Our number one priority is the health and safety of all residents and staff.

Key team members, leaders of Resident's Council and resident Landis Homes Board members met this morning to discuss the following questions. The answers noted here are supported by both the team members and residents present. A video to share these questions and answers was recorded at 12:30 p.m., Sunday, March 15, 2020. The video can be viewed at times posted on WLH and through a link on landishomes.org.

### 1. What is the current action being taken to screen team members and visitors to campus?

- East Campus: Visitors are not being accepted in Healthcare and Personal Care except at end of life. Approved visitors (end of life only) may enter through Dogwood. Staff may enter through Heritage at scheduled times or Dogwood. All are screened with the following criteria, as directed by CMS:
  - o Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
  - o In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
  - o International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit:  
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
  - o Residing in a community where community-based spread of COVID-19 is occurring.

Temperatures are being checked.

Visitors are signing in and receiving a badge.

- West Campus and Crossings: currently four doors are open (Harvest View, Residential Living Main, Crossings Main and Westview) where visitors are signing in, self-screening and obtaining a name badge (including vendors).



**2. What additional measures will be implemented in the next couple of days?**

- Visitors – beginning today at 8:00 p.m., no visitors are allowed on campus, including Residential Living. This includes family members. Exceptions will be made for essential caregivers, like Landis at Home, and situations where a resident is near end of life. If you have questions, please call your social worker.
- Entrances – starting tomorrow, the number of entrances will be reduced, both from the road and into buildings. We are still finalizing what will happen as you enter campus, but watch for another video tomorrow to update you on that plan. Regarding buildings, the current system for East Campus will remain. West Campus and Crossings will be limited to the Residential Main entrance Monday – Friday, 8:00 a.m. – 4:00 p.m. and Crossings Main seven days a week, 8:00 a.m. – 4:00 p.m.
- Screening – East Campus screenings will continue as they are now. Beginning at noon tomorrow this same process will be used at the Residential Living and Crossings Main entrances.

**3. Will residents be able to leave campus?**

Yes, but you are strongly encouraged to stay home. Please carefully consider leaving campus to visit family members, particularly where there are children in the home. There is some indication that children are not coming down with the virus but could be carriers. As mentioned in Friday's video, we have shoppers in place to assist with getting groceries and we will soon have a drop-off location established for family or church members to bring you things you need. A team member will bring the items to you from the drop-off location.

**4. How about moving from one building to another?**

You are encouraged to stay home as much as possible. In Healthcare and Personal Care, residents are staying within their "household." Consider your hybrid building or floor of your building the extent of your household. Some common areas on campus remain open at this time for quality of life. These include the Garden Room and the Owl Hill Bistro, the General Store, Crossings Salon and the Wellness Center, although team members will no longer be using the Wellness Center.

**5. Will residents returning from trips or winter in Florida need to do anything?**

Yes, please let Rebekah Johnsen or your social worker know when you will be returning. We will send someone to screen you in your residence.

**6. How are team members preparing to assist if others are out with the virus?**

- Survey – a survey has gone out to all team members asking for their availability to help in the event of an emergency.
- Cross training – based on the survey results, small group training will begin this week to prepare a larger number of staff to help with things like dining, housekeeping and laundry.

**7. What are the most important things residents can do now to prevent Coronavirus?**

- Wash your hands
- Do not touch your face
- Practice social distancing
- Stay informed through the following links:

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>

**8. What if someone thinks they may have the virus or have been exposed?**

- Do not leave your residence
- Call the residential nurse at 717.581.3927 and await further instruction

**9. Why are we doing all these things now when there are no cases in Lancaster County?**

- To be clear, there are no documented cases in Lancaster, but there are likely many cases here.
- This is a proactive verses a reactive response that we believe will save lives.

**10. What next?**

- This is a fluid situation and any of the information shared today could change at any time. We will continue to communicate as often as possible.
- Listen to the daily report line at 717.581-3900.
- Contact Jenny Sheckells with questions/concerns at [jsheckells@landis.org](mailto:jsheckells@landis.org) or 717.381.3573.
- We are a community of neighbors helping neighbors. This might look a little different now as we also try to protect our neighbors. Please be diligent in following these protocols and encourage those around you to do the same.