



RESIDENT POLICIES

DURING COVID-19 (as of 10/12/20)

Italics indicate recently added/edited information.

Contents

COVID-19 Symptoms.....	2
Visiting Policies	3
Travel Off-Campus.....	3
<i>Activities for Self-Quarantine and Non-Self-Quarantine Residents.....</i>	<i>3</i>
Private Duty Support.....	4
Returning Assisted Living/Nursing Residents Temporarily Staying in Cottage Duplex.....	4
Wellness Clinic.....	4
Reception Desk.....	5
Arts & Crafts Room	5
Request Related to Assisted Living and Nursing Residents	5
Laundry Rooms.....	5
Driving Slowly Around Kimbrough Circle	6
Residents living off campus.....	6
Family Members Moving Out Accommodations of Deceased Resident:.....	7
Walking on Campus.....	8
Wearing Masks	8
Request from our Director of Resident Services.....	8
Self-Quarantine Circumstances	Error! Bookmark not defined.
Dining Services	9
Library.....	10
Housekeeping and Maintenance Services	10

If you feel that you have an urgent, life-sustaining medical need, please call Tanisha Daley, Interim Director of Health Services (ext.1473), Stephanie Clontz, Director of Resident Services (ext. 1454) or the Charge Nurse (ext.1463).

As always, if you believe you are experiencing life-threatening symptoms, use your e-call button or wall-mounted pull

Grocery and Prescription Orders.....	11
Medical Appointment Pick-up Procedure.....	11
Business Office/Monthly Statements.....	12
Beauty Parlor	12
Internet Speed	12
Banking.....	12
Alternatives to Visiting with a Friend on a Balcony	13
Gentleness Please with Elevator Buttons.....	13
Recycling	13
Elevators.....	13
Community Center Front Door	14

COVID-19 Symptoms

- **If you develop any COVID -19 symptoms such as fever (≥ 99.6 F), cough, or shortness of breath, please call your primary care provider AND call our Wellness Clinic (ext. 1467) or our Charge Nurse (ext. 1463). Please also do the same if you realize that you came into contact with somebody in the past 14 days who exhibited such symptoms, has been identified by healthcare providers as a “person under investigation,” or has tested positive for COVID-19 (presumptive or confirmed.)**
- Additional COVID-19 symptoms can include: Fever, Chills, Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.
- In addition to the symptoms listed above, if you have any symptoms listed below, please seek immediate medical attention by pressing your emergency call button or pulling an alert cord, and calling 9-1-1: Trouble breathing, Persistent pain or pressure in the chest, New confusion or inability to arouse, Bluish lips or face.
- Please **maintain these safe practices**: wash hands frequently and carry hand-sanitizer when walking grounds or use Purell stations at key locations on campus; remain on campus; maintain a minimum of 6 ft between yourself and another resident/staff member (exception is spouse or health staff); cough into elbow or tissue; take temperature daily and monitor other possible COVID-19 symptoms in order to contact your primary care

provider and our Wellness Clinic (ext. 1467) or Charge Nurse (ext. 1463) early.

Visiting Policies

- **Independent Living Visits:** *several areas outside of the community center have been designated for outdoor family/friend visits with Independent Living residents. Visits can be reserved through [Signup Genius](#). Visitors will complete a pre-visit symptom screening and temperature check at Screening Station #2 in the Health Center entrance lobby. Please contact Stephanie Clontz, Director of Resident Services, at 704-896-1454 if you have any questions.*
- **Schramm Health Center Family Visits:** Unless it needs to comply with NC Department of Health and Human Resources (DHHS) restrictions, The Pines can arrange open-air family visits with Health Center residents (Assisted Living, Nursing and Purcell wings). The following is a letter and map, which were emailed to Health Center families, providing more detail about these visits: [Letter](#) and [Map](#). Heather Hartwig, Therapeutic Recreation Supervisor, will be happy to schedule a visit (704-896-1499). If you have other questions, please call Stephanie Clontz, Director of Resident Services (704-896-1454).

Travel Off-Campus

- *Due to the highly contagious nature of COVID-19, The Pines recommends that residents not leave campus for any reason other than important medical appointments.*
- *Should a resident decide to make a local daytrip, he or she will be asked, upon returning, to observe safety self-quarantine practices for 14 days.*
- *A small flower sticker will be placed near the door of a resident who is self-quarantining to notify staff to these circumstances.*
- *Separate fitness, dining and other group activities ARE available to individuals in the self-quarantine group.*

Activities for Self-Quarantine and Non-Self-Quarantine Residents

- *Fitness, dining and other group activities are available, separately, to **both***

- *residents who have not left campus in the last 14 days (Group 1)*
- *residents who have left campus during the last 14 days (Group 2) and therefore, self-quarantining.*
- *Group 1 and Group 2 meet separately in order to reduce the COVID-19 risk for residents who seldom leave campus by giving them the opportunity to limit association, if they wish, with residents who do leave campus.*
- *As the same time, residents who do leave campus can enjoy most of the services that The Pines has reopened since the onset of COVID-19.*

Private Duty Support

- Our nursing staff will determine on a case-by-case basis which **private duty** staff will be permitted to assist residents. Please contact Stephanie Clontz (for IL residents) at ext. 1454 or *Tanisha Daley* (for AL/HC residents) at ext. 1473 to determine if the private duty nurse help is necessary during this time.

Returning Assisted Living/Nursing Residents Temporarily Staying in Cottage Duplex

- The Pines has designated certain cottages as temporary accommodations for use by residents who are returning from a stay in an offsite health care facility and who require additional care. During their 14-day quarantining stay, these residents will be attended to 24/7 by a team of health care professionals to assure their needs are met. This approach provides an added measure of protection for residents living in the Health Center, by preventing returning residents of indeterminate COVID-19 status from coming into the same building.

Wellness Clinic

- Residents need to call (ext. 1467) to make an appointment to visit the Wellness Clinic. No walk-in appointments will be accepted. This change will help residents and staff remain safe in our Wellness Clinic by ensuring that there are not too many individuals in the waiting room. For your convenience, Margo Caldwell, the Clinic's nurse, will call you before your appointment to let you know if earlier visits are on schedule or if we need to adjust the time.

- Also, two exam rooms will be dedicated to individuals who are not on self-quarantine and two other exam rooms will be for those on self-quarantine. Every room will be thoroughly cleaned between each appointment. In addition to a mask and gloves, the Nursing staff will now wear a face shield and protective gown when they attend to a resident in the Clinic and during an emergency visit to a resident's home.

Reception Desk

- Residents with items they want picked up by family or friends must leave the labeled items on the tables *in the Main Lobby foyer*. **Staff will then take the items to Screening Station #1.** Residents approaching Screening Station #1 with items for pick up will be re-directed to the Reception Desk. The Pines is making this change to alleviate safety concerns that had developed throughout the day near Screening Station #1.

Arts & Crafts Room

- **Please do not go into the Arts & Crafts Room.** If you need to request transportation or groceries/prescriptions, please call Ron Hoffman (ext. 2398) or Wendy Tobin (ext. 1450). Rebecca Johnson at Reception (ext. 1100) can also help. Plants are being watered by housekeeping, so there should be no need to access the sink.

Request Related to Assisted Living and Nursing Residents

- Our **Nursing staff asks for Independent Living residents to please stop speaking with Assisted Living residents through an open window.** Despite our staff's requests to individuals to refrain from doing this, the practice continues (and invites even more risk since masks were not worn and the residents were not separated by at least 6 ft.).
- We ask for everyone to please help us protect Assisted Living and Nursing residents during this especially challenging time.

Laundry Rooms

- To promote our community's safety, we ask **residents and staff not go into laundry rooms if another person is in there.** Only one person at a time in

our laundry room is safest. It may be helpful to arrange specific times to use the laundry rooms with your hallway neighbors.

Driving Slowly Around Kimbrough Circle

- We want to remind **staff and the residents who drive along Kimbrough Circle to be please drive very slowly**, since many residents walking (6 feet apart from a fellow resident) need to walk on the road itself.

Residents living off campus

- Residents living off campus may be permitted to return to their living accommodations at The Pines provided they:
 - Are asymptomatic with no fever, cough, shortness of breath or difficulty breathing
 - Obtain advance approval from Stephanie Clontz
 - Complete The Pines' screening process at Screening Station #2 (temperature check and complete a form with questions)
 - Agree to self-quarantine in their living accommodation for 14 days and:
 - If their unit has ground access, agree to exit and enter their living accommodation only through their patio, and not enter any common areas of the building outside of their living accommodation for any purpose during the 14-day period
 - If their unit does not have ground access, agree to use the common areas only to enter and exit their living accommodation and agree to minimize such access
 - Agree to maintain safe physical separation of at least 6 feet from other people when exiting or entering their living accommodation
 - May walk outdoors on The Pines' campus but agree to avoid other people (and if not possible to avoid a person, maintain a safe physical separation of at least 6 feet)
 - Understand and agree to follow good hand hygiene and if in common areas minimize hand contact on surfaces such as handrails, elevator

buttons, etc. (possibly use a pen to press elevator button or door access control button)

- Place a small flower sticker on resident's door to indicate that staff enter only for essential and necessary purpose (such as clogged toilet) with mask and gloves

Family Members Moving Out Accommodations of Deceased Resident:

- Family members of deceased Independent Living residents who want to move out the residents' living accommodation may do so provided:
- The number of people on campus to clear out a unit is limited to no more than (depends on size of accommodation) moving people plus one family member ("Movers")
- All Movers must pass The Pines' screening prior to being granted access to The Pines' campus (temperature check and complete a form with questions)
- All Movers agree to avoid or limit use of common areas as follows:
 - If the living accommodation has ground access, agree to exit and enter the living accommodation only through the patio, and not enter any common areas of the building outside of the living accommodation for any purpose during the move
 - If the unit does not have ground access, agree to use the common areas only to enter and exit their living accommodation and agree to minimize such access
 - Agree to maintain safe physical separation of at least 6 feet from other people when exiting or entering the living accommodation
- Movers agree to limit time on campus during any one day to a maximum of 6 hours and be reapproved for additional time (one long day is preferred over two shorter days)
- Notify other residents along egress path in building that Movers may be in the common areas during a certain period of time (so they may choose to stay out of the common area)

- Families may not leave any items in the living accommodation except trash (i.e., do not leave items for The Pines' White Elephant or charities such as Habitat)

Walking on Campus

- Please **do not walk off our campus. Do not to meet with visitors, including family members, from the outside community who have entered our campus**, disregarding our signs stating “no visitors at this time.”
- As long as you **keep at least 6 feet from others**, you are encouraged to **walk our grounds**.
- We ask that **you exercise extreme caution if you walk on Poplar Meadows Lane** (the new second entrance along the greenway) and on the adjoining driveway that heads toward the Health Center. During most of the day, this is still a **VERY congested construction and delivery road** and walking here can be quite dangerous. Additionally, construction workers are sometimes “conferring” in that lane, and they may not be abiding as consistently as we are with safe social distancing practices.

Wearing Masks

- The Pines requests that all residents wear a mask whenever they are outside of their home, and in shared indoor areas such as elevators, corridors, stairwells, villa lobbies, elevators and the community center. The Centers for Disease Control and Prevention (CDC) recommends “the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others.”
- Thank you for helping to keep our community safe by wearing masks whenever you are out and about on our campus. As long as a generous social distance is always honored, it is not necessary to wear a mask while outdoors, unless you have respiratory symptoms.

Request from our Director of Resident Services

- The Pines' Director of Resident Services, Stephanie Clontz, distributed to all residents a memo and **Resident Fact Sheet**, which she asks residents to complete if they have not done so in the last three months. Please call her if you have any questions (ext. 1454).

Dining Services

- *Residents can now enjoy limited waited service dining. Reservations must be made in advance here: [Dining](#)*
 - *Separate dining times are available for residents who have not traveled off campus in the last 14 days (Group 1) and residents who have traveled off campus in the last 14 days (Group 2).*
- For meal delivery service to your home:
 - Please **tape your menu selection card to your door** by 8am every morning for that day's meal. **Menu cards for the next day's meal will be placed in the bag** with your meal delivery. Please **fill out the comment cards** that come with your meal as well.
- Dining services have distributed informational flyers regarding ice cream and vegetable box delivery services made possible by local vendors. The Pines staff will make these deliveries to resident homes.
- If residents have a question related to a meal delivered to them, please call ext. 2380. For example, perhaps an item ordered by a resident did not arrive with the meal. Please do not call the Culinary Business Office (ext. 1461), especially since phone messages left on this line are not checked during weekends. If residents would like to know their current Choice Plan balance, please call Brittany Lindsay in the Culinary Business Office at ext. 1461. She will respond to residents with this information on weekdays. One can also request this information by email: culinaryanddining@thepinesatdavidson.org

Restaurant Deliveries

- Independent Living residents can have restaurant meals delivered to The Pines' Screening Station #1. Please arrange for these deliveries to arrive between 4:00 pm and 7:00 pm. **Orders must be paid for in advance of delivery** (by phone or through an app). Please be patient with our staff's delivery to your home, since the number of deliveries arriving at Screening Station #1 at a particular time will be unpredictable. (Thus, we suggest that your order not include ice cream or other frozen items.)

Library

- *The Pines' Library has reopened but is provided limited services at this time. Please read the following memo for more information: [Library](#).*

Housekeeping and Maintenance Services

- **Housekeeping staff will deliver mail and pick up outgoing mail** so there will be no need to come to the Community Center. **If you have a P.O. box in the downtown Davidson Post office**, please call them directly (704-892-6279) to have future mail forwarded to your address here at The Pines. Please also ask them if Barry (our mail carrier) could bring the mail currently in your box when he makes a regular mail delivery.
- **Newspapers will be delivered directly** by the carrier to cottages and to villa lobbies. A list will be left in the lobby of each villa, noting who receives which newspaper. Newspapers for the apartment building will continue to be delivered by Pines staff.
- When **housekeeping staff will bring you fresh linens and towels**, they will ask if you need assistance putting the linens on your bed. If so, they will do this for you.
- **The Pines is scheduling cleaning once every two weeks throughout The Pines for all residents.**
 - We ask that residents leave their home before the time assigned, leave a patio or balcony door ajar and turn on bathroom exhaust fans before they leave. Residents should wait at least 20 minutes after their scheduled completion time before they return. The patio or balcony door or some windows will be left open by housekeeping.
 - The service will include cleaning of bathrooms (shower/tub, commode, sink, countertops, floors) kitchens (sink, counters, floor) and vacuuming or quick mop of high traffic areas. Cleaning materials being brought into each residence will have freshly sanitized containers, and each staff member will wear a facemask and will wash hands and change gloves between each cleaning, and as needed in between tasks.
 - If you have questions, please call Greg Hines, Housekeeping Supervisor, at ext. 1716.

Grocery and Prescription Orders

- For **assistance with Grocery/Prescription Orders** If you need essential items and do not have a family member or friend in the community who can procure them for you, please email your needs to Wendy or Ron of the Transportation Dept: wtobin@thepinesatdavidson.org or rhoffman@thepinesatdavidson.org or call Wendy (ext. 1450) or Ron (ext. 2398). We will gladly help get these essential items for you.
- Prescriptions are picked up on Mondays, Wednesdays and Fridays at CVS Davidson AND Harris Teeter Antiquity AND Walgreens near Antiquity. When you make your request for a pickup please give us your pharmacy and date of birth. Please have your charge card on file at CVS and Walgreens. We can use our Harris Teeter card for the HT prescriptions. Finally, if you wish for us to get any essential over-the-counter health items such as band-aids, mouthwash, etc., please tell the pharmacy and they will have it bundled with your items.
- **Deliveries from any source can be made to Screening Station #1** (on ice cream) at this time and is **limited to no more than 2 paper grocery bags**.

Medical Appointment Pick-up Procedure

- With prior approval, residents can be picked up at the Main Entrance by a family member or friend who is driving them to a medical appointment.
- Occasionally, residents in the main apartment building may be physically unable to safely walk to the Main Entrance (because they are undergoing treatments, for example, or do not have private duty support). Following the Director of Resident Services' approval, a resident in such a situation can be picked up at the Green Awning entrance in Magnolia Court. Please call Stephanie Clontz, Director of Resident Services, at ext. 1454 (or 704-896-1454) if you need to make such a request.
- Drivers approved to come to the Green Awning will be issued a special card in order to enter the campus but are not permitted to enter the apartment building. If a resident needs help to get to the Green Awning, staff assistance can be arranged through the Director of Resident Services. Villa and Cottage residents can also contact the Director of Resident Services to discuss the need to be picked up from their homes by family members driving them to medical appointments. We continue to make modifications

to meet the needs of our residents, while also making sure that our campus remains safe during this public health crisis.

Business Office/Monthly Statements

- **Do not place your monthly statement checks into the Reception Desk mail slot.** Please **place check in an envelope** labeled “The Pines Business Office,” seal it **and tape it to your door** along with your completed menu for the next day. **Or you can place the check in a stamped envelope** with The Pines’ regular address (400 Avinger Lane, Davidson, NC 28036) and place it for pick up as you would with other outgoing postal service mail. **Or you can call Amani Tadross (ext. 1491) to learn about ACH – a convenient way to have your bank automatically pay The Pines** your monthly fee on the 10th of each month (or earlier).

Beauty/Barber Shop Services

- *In addition to services for Schramm Health Center residents, hair services are being offered for Independent Living residents. If you decide you would like these services, please call Resident Services Director Stephanie Clontz (ext. 1454) to be added to the list.*

Internet Speed

- Some residents report difficulty with their Zoom video calls or other interactive computer applications. **Delays or buffering may be due a resident’s particular internet plan.** The Pines’ basic internet plan offers a speed that works well for e-mail and casual web browsing but may not work as well for products such as Zoom. At very reasonable rates, Continuum can provide you higher speed internet. Please call Continuum’s Customer Support Line at 704-660-3840 if you are interested in upgrading your internet speed. Be sure to let them know you are a resident of The Pines.

Banking

- *The Pines is finalizing its lease agreement with Aquesta so that it can provide on-site banking services for residents. Fifth Third Bank will not be vacating The Pines, however, until early October in order to comply with*

state regulations regarding the closing of safety deposit boxes located in this office.

- *In anticipation of our new arrangement with Aquesta, some residents have already set up Aquesta bank accounts. If you wish to contact Aquesta, please call Leigh Wolff (704-439-4354) or Julie Brown (704-439-4339).*

Alternatives to Visiting with a Friend on a Balcony

- **Please do not visit with a friend while sitting together on an apartment balcony in our main building.** There is simply not enough room for both individuals to step in and out while always maintaining a full six-foot distance. An alternative is to visit with them in an outdoor location on your court (perhaps using a light, collapsible chair, like those used at outdoor games) or visit with them at an outdoor gazebo or gathering space near one of the Villas.

Gentleness Please with Elevator Buttons

- Quite a number of elevator buttons throughout our campus had to be replaced recently because they were struck with such great force (perhaps by a cane or similar item) that, as a result, they no longer work. Replacing each elevator button costs approximately \$500 and requires an outside elevator specialist. We know residents and staff are eager to avoid touching the buttons, but **please consider pressing them with a pen or pencil or disposable tissue, and always with gentleness.**

Recycling

- Due to the daily need to deliver meals, the dining staff at time needs to use a variety of containers, depending on type of meal delivered or availability. Please **do not place recyclables from meal deliveries into recycling bin.** We will adjust this policy as circumstances allow.

Elevators

- **Please only one person per elevator.** The exceptions are couples, especially if one individual needs assistance.

Community Center Front Door

- Residents wanting to enter the Community Center's lobby **will need to use their fob to open the interior doors**. The fob reader box is on the right wall near the phone, as one is facing the lobby.

