



# RESIDENT POLICIES

## DURING COVID-19 (as of 6/9/20)

*Italics indicate recently added/edited information.*

### Contents

COVID-19 Related .....	2
Visitor Restrictions .....	3
Returning Assisted Living/Nursing Residents Temporarily Staying in Cottage Duplex .....	3
<b>Travel Restrictions</b> .....	4
Reception Desk.....	4
Arts & Crafts Room .....	4
Community Center Walking.....	4
Car Inspections .....	5
Meeting in Safe Ways .....	5
Request Related to Assisted Living and Nursing Residents .....	6
Laundry Rooms.....	6
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 .....	10
Request from our Director of Resident Services.....	10
Self-Quarantine Circumstances.....	11
Dining Services .....	11
Restaurant Deliveries.....	12
Activities Related .....	12

If you feel that you have an urgent, life-sustaining medical need, please call Amy Craven, 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 cord, **and call 9-1-1.**

Library.....	12
Housekeeping and Maintenance Services .....	12
Grocery and Prescription Orders.....	13
Business Office/Monthly Statements.....	14
Beauty Parlor/Pet Grooming .....	14
Internet Speed .....	14
Banking.....	15
Alternatives to Visiting with a Friend on a Balcony .....	15
Gentleness Please with Elevator Buttons.....	16
Recycling .....	16
Elevators.....	16
Community Center Front Door .....	167
Preparing for Future Residents .....	16

## COVID-19 Related

- **If you develop any COVID -19 symptoms such as fever (= $\geq$  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.

### Visitor Restrictions

- **No visitors** will be allowed into Independent Living with the **exception of first-degree family members who need to visit due to a significant health situation** (such as end-of-life).
- **Schramm Health Center Family Visits:**The Pines is beginning to arrange open-air family visits with Health Center residents through a window in Assisted Living or near patio areas in the Nursing and Purcell Wings. Health Center Activity staff will work with families to schedule a visit. Linked are 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).
- 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 Amy Craven (for AL/HC residents) at ext. 1473 to determine if the private duty nurse help is essential and necessary during this time.

### Returning Assisted Living/Nursing Residents Temporarily Staying in Cottage Duplex

- The Pines will temporarily establish an **Evergreen Court duplex cottage** 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.

## Travel Restrictions

- **Residents: for the community's safety, please do not to leave campus unless it is a medical necessity. Please call the Director of Resident Services (ext. 1454), Wellness Clinic (ext 1467) or Director of Nursing (ext 1473 at any time) if you would like to discuss if your situation is a medical necessity.**
- **If a resident leaves The Pines campus, he/she must return to their residence and self-quarantine for 14 days.**

## Reception Desk

- Residents with items they want picked up by family or friends must leave the labeled items on the tables in front of the Reception Desk. **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. T

## Community Center Walking

- Other than pre-authorized access to the Wellness Clinic and Health Center, **residents should not walk beyond where the art gallery corridor intersects with the corridor leading to the Health Center (right) or the loading dock (left).** This limit still enables a resident to visit the Resident Art Gallery on occasion. For even better infection protection, residents coming from the apartment building should not walk beyond the internal message boxes – not even around to the Reception Desk – as tempting as that may be. On

the second level, residents should not walk beyond the end of “The Wall” nearest the lobby staircase.

- Please remember that you should access the Wellness Clinic and Health Center only through the Schramm Health Center’s main entrance or through the corridor from the Jetton Community Center. In order to reduce possible contact with others, residents should not walk to the Wellness Clinic by going up the temporary ramp and in the door located adjacent to the Assisted Living Wing. We all appreciate the wearing of face coverings whenever one is inside a building at The Pines.

### Car Inspections

- Governor Roy Cooper recently signed into law the addition of five months to the “expiration date of any license, permit, registration or other credential issued by DMV. The law also waives all fees, fines or penalties for not complying with the old date. Motor vehicle tax payments and inspection deadlines are also delayed to match the new expiration dates. The extension applies to any DMV credential that expires on or after March 1 and before Aug. 1. The law requires DMV to notify people affected by an extension and include their new expiration date.
- **Due to this extension, The Pines’ transportation staff will not be assisting with license and registration renewals at this time.** The Pines needs to reduce staff exposure to COVID-19 (for the safety of everyone in our community) and this deadline extension allows us to postpone helping with these renewals until a (hopefully) less risky time.

### Meeting in Safe Ways

- A number of Pines residents have been meeting in unsafe ways with visitors by the black metal fence at the end of Greenway Street and at other sites on campus. Items have been transferred through the fence. Some residents have met for extended, seated visits, in close proximity to their unmasked visitors. Fellow residents and The Pines’ management are quite concerned about these behaviors.
- **Occasions when one carries on a conversation generously distanced (6+ feet) are understandable and accepted.**

- But extended meetings (setting up chairs in close proximity) or handing over items, pose a real danger of transferring the coronavirus to both the residents involved and, by consequence, to others in The Pines community.
- We urge these individuals, and everyone, not to do this for the sake of everyone's wellbeing. We are not trying to police - we are trying to protect.

### 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.” Such visits jeopardize all in our community and we know this has happened. Please heed our urgent request.
- 📍 As long as you **keep at least 6 feet from others**, you are encouraged to **walk our grounds**. And please send us photos from your walks!
- 📍 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.

- 📍 When **walking within our Main Building, please stop and turn around when arriving at the end of the Resident Art Gallery (closest to the corridor leading to maintenance room)**. Please do not go further unless it is absolutely necessary. Wellness Clinic staff are meeting with residents in their homes. The hallways leading towards the Nursing Wing are heavily trafficked by staff.

## 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.”
- 📍 Due to wonderful donations of cloth and safety masks and due to an improved supply of procedural masks from manufacturers, The Pines now has an adequate number of masks for its nursing and other staff. A limited supply of lovely, hand sewn, cloth masks is available for residents. Please contact our Reception Desk at ext. 1100 if you would like a hand sewn mask and The Pines will deliver one to you.
- Some have asked if they could offer something in return for receiving a donated, hand sewn mask. At the suggestion of a volunteer mask maker (and only if you wish to do so), a contribution (\$3-5) can be made to The Pines for its Health Care Fund, which supports the purchase of “wish list” items for our nursing staff.
- 📍 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, is distributing 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).

## Self-Quarantine Circumstances

- **The Director of Resident Service or Director of Nursing will guide residents who need to self-quarantine**, due to circumstances that include medical appointments and stays at medical facilities (ie hospital, rehab), exposure to COVID-19, possible COVID-19 symptoms, or unauthorized visits off campus or from unauthorized visitors, and other circumstances that warrant this precaution for the safety of all in our Pines' community.
- ☒ A small flower sticker will be placed near the door of a resident who is self-quarantining to alert staff to these special circumstances.
- Residents who leave the campus for a medically necessary appointment are asked self-quarantine for the 14 days following each appointment for the sake of the community's safety.
- ☒ A resident asked what additional restrictions are required of those who are asked to self-quarantine vs. the precautions all residents are asked to take at The Pines at this time.
  - An example of an extra precaution The Pines asks self-quarantining residents to take involves how much time they stay at home. There is a greater expectation that they would go outside only a couple of times a day for fresh air and exercise and that they would not join a gathering, even outside, and even if they stood or sat 6ft. or more apart from others.
  - Again, the Director of Resident Services or Director of Nursing will guide all residents who need to self-quarantine, and individuals may have different levels of restriction depending on his or her circumstances. For example, residents are asked to self-quarantine due to a range of situations: medical appointments, stays at medical facilities (i.e. hospital, rehab), exposure to COVID-19, possible COVID-19 symptoms, unauthorized visits off campus or from unauthorized visitors, and other circumstances that warrant this precaution for the

safety of all in our Pines' community. Indeed, some individuals may have a medical procedure offsite (requiring a 14-day quarantine) and then a follow-up appointment a few days or weeks later that would require either an extension to their quarantine time or a second 14-day quarantine. This has been the situation for some residents already, and we are grateful for their understanding.

- The flower sticker by these individuals' doors are to guide staff when delivering mail, towels or meals. As you may know, there are cases of COVID-19 (both tested and presumptive) in our County and in our zip code (28036). Thank you for helping us remain vigilant in keeping this virus away from our community for as long as possible, for everyone's safety.

## Dining Services

- 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](mailto:culinaryanddining@thepinesatdavidson.org)

## Restaurant Deliveries

- Beginning Wednesday, June 10<sup>th</sup>, 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.)

## Activities Related

- ☒ The Activities Team is organizing a limited number of bingo, fitness and other events that utilize safe (6 ft) distances among participants.
- ☒ **All other group events in indoor common areas** at The Pines have been **cancelled** until further notice.

## Library

- ☒ **Library is closed** until further notice. Please utilize online books.

## 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.** Please feel free to decline these housekeeping services if you prefer.

- In order for this first phase of our housekeeping re-start to be efficient in delivery (quickly giving this basic service to all residents), we ask that residents please accept the time assigned to them by housekeeping. (To get things started next week, residents will be notified the day before). 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. We have allotted approximately 30 minutes per home for these tasks. So that staff can quickly serve all residents, we are unable to accommodate special requests at this time. 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. We appreciate your patience as we integrate this limited housekeeping service during this time.
- Please understand, it is possible that we might need to again curtail such services, if circumstances change. 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 pick up 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 dice cream) at this time and is **limited to no more than 2 paper grocery bags**.

### 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 10<sup>th</sup> of each month (or earlier).

### Beauty Parlor/Pet Grooming

- 📌 The **Beauty Parlor is closed** until further notice. The Health Center nursing staff will ensure that residents in Assisted Living and Nursing will have their hair washed regularly. Independent Living residents should not leave the campus to have a hair appointment.
- 📌 **Pets cannot be taken to area groomers at this time.** Some residents have purchased sheers online for dog grooming purposes at this time.

### 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

- ❓ **Fifth Third customers who need to access their safety deposit boxes and/or need notary services can call the Fifth Third branch in Davidson (704-892-4644) to schedule an appointment at The Pines a representative will be available at The Pines on Wednesdays for these residents (who have called in advance. Residents need to be prepared to wear a mask during their appointments.**
- **Fifth Third is encouraging customers to use the bank's online and mobile banking services.** You can sign up here:  
<https://onlinebanking.53.com/ib/#/newUser?cid=em:et:awareness:cv> We know not everyone has a computer or smart phone. If you cannot do online banking and have an urgent financial need please let us know. We will strive to help you as best we can. We urge residents not to use cash (which can have germs) at this time.
- If you bank with 5th/3rd and do not have mobile banking, you have the **option to mail your deposits to the Fifth Third Davidson branch.** Branch manager Kim Foster asks that you endorse your checks as "For Deposit Only" and also write your account number on the back of the checks. No cash deposits please. Someone from the branch will call you and confirm that your deposit was made. The bank's address is: Fifth Third Bank PO Box 421 Davidson, NC 28036 Davidson Branch main phone number: 704-892-4644

## 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 **after 4:00 pm 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.

## Preparing for Future Residents

- ☒ Some residents have asked about vacant living accommodations. How can we continue to market The Pines during the COVID-19 outbreak? While we have not been able to provide onsite tours, the Marketing Team has been making creative use of photography and videos to showcase our available accommodations, and we are happy to report we have received several deposits from your future neighbors.
- ☒ **In order to remain financially viable, The Pines will at some point need to welcome these new residents to this community.** In order to so do, we will need to have very limited visits for prospective residents to see an available

accommodation. We will also need to allow a limited number of vendors (for floors, paint, etc.) to renovate these accommodations.

- When such visits occur, we will make certain that every measure is taken to protect our community. A prospective resident and/or vendor would be screened and masked and would then enter an accommodation through an outdoor (patio) entrance, if possible. When new residents do move into The Pines, they will complete a standard 14-day quarantine.
- We are ever grateful that The Pines reputation remains strong. It is through this sound reputation that we can continue our financial strength, even though this uneasy period.

