



COVID-19 Protocols for Independent Living Residents Updated: September 7, 2020

We have revised our COVID-19 Protocols for Independent Living as Virginia remains in Phase III and we strive to strike a balance of normalcy with necessary precautions to keep our residents safe and healthy. We have done so well as a community which is a testament to the diligence of our residents and team members. We must continue to do all we can to prevent the spread of COVID from the greater Roanoke/Salem community into our campus and I appreciate your continued patience and resilience. Please do not hesitate to ask any questions you may have, or for any assistance you may need.

I. GENERAL COMMUNITY PROTOCOLS

Richfield Living's goal is to continue to mitigate the risk of infection transmission. We continue to maintain a Compliance and COVID (Coronavirus) Status Hotline – for updates, to ask a question, or to report activities in violation of our protocols, call **888-745-8008**. We also continue to follow the Centers for Disease Control and Prevention (CDC) and Virginia Department of Health (VDH) guidelines. Residents are urged to continue to “stay home and stay safe.” Residents are asked to follow precautionary guidelines when in the greater community and team members are asked to follow precautionary guidelines during and outside of work. Everyone is asked to continue good infection control practices (wash hands with warm soapy water for a minimum of 20 seconds), wear face masks, and maintain a 6 foot distance from all other individuals.

We will continue to take every precaution to prevent the COVID-19 virus from entering our buildings and keeping our residents healthy. Therefore, the following specific protocols will remain in place for **ALL** residents and team members in the Richfield Living community:

- Every resident, team member, caregiver, and visitor must complete an Individual Health Declaration form – **if you have already completed one, you do not need to do another one at this time.**
- We continue to restrict visitation to **ONLY** medically necessary visitation in our assisted living buildings (The Oaks and Joseph C. Thomas Center), as well as, the Recovery and Care Center and The Rehab Center.
- Residents, team members, caregivers, and medically necessary visitors must wear a mask or face covering when entering, exiting, traveling through and spending time in public settings.
- Residents, team members, caregivers, and medically necessary visitors must wash their hands at the portable wash stations and complete mandatory daily screening as they enter any building.
- Residents, team members, caregivers, and medically necessary visitors who are symptomatic should stay home and seek medical guidance based on their symptoms.

- Residents and team members positively diagnosed with COVID-19 should report their results to Sue LaFave at 540-380-6530 or slafave@richfieldliving.com.
- Residents traveling throughout the Richfield Campus and beginning to use indoor community spaces, should wear a mask and frequently wash hands and/or use hand sanitizer. Any group settings should practice social distancing by staying at least 6 feet apart and minimize congregating whenever possible. All lounges in independent living residences will be open however will be re-closed if residents are not abiding by the rules set above.

Please keep in mind the phases are evolving and these protocols may change, without notice, if a positive case is reported in one of our buildings OR if the Governor changes state guidance.

II. RESIDENTS LEAVING CAMPUS

We continue to support the “stay home and stay safe” approach but independent living residents are free to leave campus. Please notify your Independent Living Services Team to notify them of your travel plans and your expected return date.

- Please keep in mind, your risk of exposure increases when you choose to leave the Richfield community and venture into other “communities” and public places.
- Whenever you leave your apartment or cottage, please remember to wear a mask and frequently wash your hands and/or use hand sanitizer.
- If you choose to travel on a cruise, plane or to an area that is an identified “hot spot”, you may be asked to self-isolate upon return for 7-14 days and provide COVID-19 test results.

III. VISITATION

As long as there have been NO COVID-19 cases in your building for at least 14 days, residents in Knollwood and Ridgecrest Independent Living Apartments, The Villas and Lake Estate Cottages may receive visitors in their apartment/cottage or visit outdoors - socially distanced from other outdoor visits that may also be occurring.

- Visitation should occur between 8:00 am – 8:00 pm.
- Visits can occur in indoor community common spaces if scheduled so we can ensure proper cleaning.
- ALL Visitors will be required to complete an Individual Health Declaration and follow protocols upon entering the building including:
 - Washing hands
 - Completing daily screening form including temperature
- All visitors are required to wear a mask during their visit.
- There should be no more than four (4) visitors during indoor visitations in order to maintain social distancing inside the apartment or cottage.
- Deliveries (see below) should still be left at the primary entrance of the building and Richfield team members will ensure delivery to the resident.

Due to the ongoing requirement from VDH, Centers for Medicare and Medicaid Services (CMS), and Department of Health Services (DHS), visitation is NOT allowed inside the licensed areas of our healthcare buildings, assisted living or memory care. This includes the Recovery and Care Center, The Rehab Center, The Oaks and the Joseph C. Thomas Center. There are separate outdoor visitation protocols for The Oaks and the Joseph C. Thomas Center as well as the Recovery and Care Center and The Rehab Center.

IV. COMMUNITY COMMUNICATIONS

- Critical messages will continue to be communicated via letter in resident mailboxes or under resident doors
- To ensure our residents, team members, families and suppliers have the most up to date information, we have implemented the Compliance and COVID status hotline at **888-745-8008**.
- We have also developed a special web page on the Richfield Living website. Please visit www.richfieldliving.com and at the top of this page, click on the **orange** link that reads **CLICK HERE FOR UPDATED CORONAVIRUS INFORMATION**. The hotline and web page will be maintained regularly with the most updated information about the coronavirus and the protocols Richfield is following to protect our residents and team members.
- Community leaders will provide updates and answer questions during our Virtual Fireside Chats – Monday, Wednesday, and Friday at 11:11AM on Channel 62; questions can be sent in advance to info@richfieldliving.com or by submission to any Administrator. These Virtual Fireside Chats are being rebroadcast on our YouTube Channel (see info below) so please subscribe to get these important messages.
- *Richfield Living – A Senior Living & Healthcare Community* Facebook page posts campus information, activities within the buildings, and news happening around our campus.
- *Richfield Living* YouTube channel includes videos, stories and messages through this crisis. Please subscribe to our channel to get these important messages.

V. PHYSICAL WELLNESS

- Physical Wellness classes are offered on Channel 62/27.4 Monday-Friday at various times. Schedules are located in the lobby and updated on Channel 2. Outdoor Yoga group exercise classes, in groups of five, maintaining 6-feet apart social distancing, are offered on the following days:
 - **Tuesdays 10:00am-10:45am:** Villas residents (meet under the portico across from front entrance.)
 - **Wednesdays 1:30pm-2:15pm:** Ridgecrest residents (meet across from Knollwood entrance by Gazebo)
 - **Thursdays 10:00am-10:45am:** Knollwood residents (meet across from Knollwood entrance by Gazebo)
 - **Fridays 1:30pm-2:15pm:** Lake Estates residents (meet across from Knollwood entrance by Gazebo)

- The Wellness Center is open for **residents only**. The pool remains closed until future phases.
 - Wellness Center hours are 8:00am-11:30am; 1:00pm-4:00pm.
 - Self-guided use of cardio and strength equipment are available as well as 1:1 personal training.
 - Only five (5) residents at a time will be permitted entry to the Wellness Center – this will be on a first-come, first-serve basis.
 - Before entering, residents will complete the mandatory daily screening including a temperature check.
 - Residents will be required to sanitize hands frequently and maintain 6-foot distance at all times while in the Wellness Center.
 - Masks are not required while exercising however must be worn as entering and exiting the Wellness Center, and if using the Wellness Center restrooms.
 - The Wellness team will sanitize equipment throughout the day.
 - For more info contact Rob Smith, Wellness Director at 540-444-3668.
- Group Exercise classes are being planned for the opening of the Town Center Wellness Studio this fall. Plans include seated and standing options for a variety of classes.
 - Mind/Body: Tai Chi, Yoga, Barre/Pilates, Meditation
 - Cardio: Low Impact Aerobics, Line Dancing, Cycling
 - Power: Balance, Strength, TRX Suspension System
 - Flexibility: Arthritis Exercise, Stretching

For more info contact Susan Kraughto, Wellness Coordinator at 540-444-3668. Class ideas are always welcomed!

VI. VIRTUAL / COMMUNITY ENGAGEMENT OPPORTUNITIES

Richfield has cancelled live gatherings during this pandemic in order to minimize group interactions, however we are offering many opportunities for residents to stay active and engaged. Our current offerings encourage life enrichment and promote the Pillars of Wellness that include Physical, Social, Intellectual, Emotional, Environmental and Spiritual Wellness:

- The *Just Move Campaign* is designed to encourage activity that can engage any one of the Pillars of Wellness including physical and environmental to incorporate outdoor enjoyment when possible.
- The *Come Walk with Me* initiative invites Independent Living residents to schedule a time to walk, talk, share and plan community engagement activities while promoting physical, social, emotional and environmental wellness. Information is posted in lobby areas. To schedule a safe walk, please contact Vickie Meeks Miller at 540-494-1440 or vmiller@richfieldliving.com.
- In-person garden and self-guided tours are available to promote physical, social and environmental wellness by contacting Vickie Meeks Miller for information, or to tour the following: Daylily Collection, Resident Vegetable Garden, The Secret Garden and Erna's Memorial Garden, Walking Trail utilizing the Walking Trail Map provided by the American

Heart Association is available. Website links and information for American Heart Association and other resource information are provided to promote physical fitness through stretching, balance, healthy cooking and diet, etc. are provided that promote physical, emotional and other Pillars of Wellness.

- Information is provided via the *Weekly Dance Card* where residents are encouraged to “fill their card and life” with suggested daily engagements and activities. Contact Vickie Meeks Miller for details.
- Virginia Tech Continuing Education Summer Series of virtual workshops are available to all Independent Living Residents to participate individually, or broadcasts can be set-up in Club Rooms (to ensure safe social distancing, participation is limited, sign-up and masks are required) to promote intellectual, social and other Pillars of Wellness, depending on content. Information is posted in lobby areas. Contact Vickie Meeks Miller or Dessie Hall at 540.380.6523 or at dhall@richfieldliving.com to sign up or for assistance.
- Learn@Lunch Series (virtual until further notice) are made available to all Independent residents to promote intellectual and other Pillars of Wellness, depending on content. Information is posted in lobby areas. Contact Scotti Hartman at 540-380-6555 or shartman@richfieldliving.com for more information.
- Glenvar Library’s Curbside Pick-up Service is available to Independent Living residents to promote intellectual, emotional and other Pillars of Wellness. Information is posted in lobby areas. Please contact the Glenvar Branch Librarian, Randi Wines at 540-387-6163 or visit www.rvl.info for more information.
- Chaplaincy services and programs are offered on Channel 62/27.4 Monday through Friday and on Sundays, to provide spiritual and emotional wellness. Please contact Chaplain Gary Kingery at 540-380-6535 for individual chaplaincy service or for a chaplaincy brochure. The schedule for Bible studies, devotionals and worship services is posted in lobby areas or updated on Channel 2, and is as follows:
 - Mondays – Devotions at 8:30 am
 - Tuesdays – Bible Study at 10:00 am-10:30 am
 - Wednesdays – Devotions at 8:30 am
 - Thursdays – Bible Study at 10:00 am-10:30 am
 - Fridays – Devotions at 8:30am
 - Sundays – Worship Service at 10:00 am
- Information is provided regarding Virtual and In-person activities, events and tours to promote intellectual, social, emotional and other Pillars of Wellness via the *Community Engagement and New Resident Welcome Package*, as well as the *Weekly Dance Card* that features daily recommendations for engagement that include, but is not limited to, the following information:
 - Website links regarding information on tours, events and activities of local attractions such as the Salem Museum, Taubman Museum of Art, History Museum of Western Virginia, the railroad history collections at the O. Winston Link Museum and the Virginia Museum of Transportation, Explore Park, and many others, to promote intellectual, emotional, environmental and other Pillars of Wellness.

- Website links to visit State and National parks, monuments, and attractions provided by the Virginia Tourism Corporation's Virtual Tours, National Park Service and other resources.
- Information on antiquing, golfing and other activities.

Future Community Engagement activities COMING SOON to promote the Pillars of Wellness include, but are not limited, to the following:

- Walking clubs, Independent Living 5K/marathon
- Golfing/putting opportunities on campus
- Golf course partnerships to provide extended services to Independent Living residents
- Local public garden information for self-guided tours
- Group tours of local botanical gardens and other attractions
- Day trips to local/regional attractions
- Monthly Social Engagements for residents to include movie nights, watch parties, sporting events and music themed activities and performances
- Needles Club to promote craft endeavors such as knitting, crochet, needle point and other crafts
- Glenvar Library partnership to extend services such as:
 - Book Fair for Independent Living residents featuring local authors, books on local history
 - Book of the Month with readings and discussions facilitated by library staff to enhance current book clubs
- Continuing and Adult Education programs for and by Independent Living residents in conjunction with the League of Older Americans (LOA), Virginia Tech, and other organizations and institutions
- Interest based clubs such as Astrology, History, Technology, Media
- Community Art Exhibits
- Spiritual Sing-A-Long programs
- Inspirational/Motivational/Support group activities and speakers
- Food themed activities to include cooking demonstrations, healthy cooking/living information, and recipe of the week/recipe book compilation/recipe exchange/Cook-offs
- Facilitating environmental programs for individual communities that include Garden clubs, recycling for individual community involvement and protocols for pets

VII. MOVE INS

Richfield continues to allow new residents to move in as scheduled following the completion of the Individual Health Declaration assuming no risks are noted. Move-ins may be supported by movers and/or family members who have also completed the Individual Health Declaration and follow the protocols for entering the building and wearing a mask and protective garments at all times during the move-in process. Upon completion of the move-in process, all visitors will be expected to follow the Visitation Protocols or leave the building.

Common areas will be cleaned promptly following all move-ins.

VIII. GROCERIES AND SUPPLIES

Richfield continues to provide weekly shopping excursions on Tuesdays and Thursdays at 8:30 am, 10:30 am and 1:30 pm:

- Residents must sign up 48 hours in advance by calling Gail Clevenger at 540-380-4699
- Due to required COVID-19 precautions, each trip will have a maximum of four (4) residents
- The schedule will be created on a first come, first serve basis. Plan to schedule your appointment as soon as you know you need to go to the store.
- All riders will be required to wear a mask or face covering during transports.
- Resident Services will run two (2) vehicles at each time in order to accommodate and provide this service to as many as possible.

Resident Services will no longer provide personal shopping. Feel free to continue utilizing on-line ordering and Kroger Click List however you will need to pick up your orders on your own moving forward. Richfield team members can assist you in setting up an account with Kroger to have them deliver to the front door and/or set up and utilize a Kroger Click List account.

IX. DELIVERIES

Residents can receive deliveries however all deliveries must be placed at the front door of the building and a Richfield team member will deliver them to resident apartments including:

- Family members can bring in groceries when they visit
- UPS/ FEDEX package deliveries
- Pharmacy deliveries

Please note that United States Postal Service mail will continue to be delivered to resident mailboxes.

X. DINING PROGRAM

Richfield has eliminated all communal dining until the opening of the Town Center. To ensure residents have access to nutritious meals, Richfield is offering a meal delivery program. Residents can order boxed meals for lunch and dinner that will be delivered to resident apartments. All meals are prepared under safe infection control practices. Call the front office to place an order.

XI. IN HOUSE SALON SERVICES

We are hiring Beauticians to provide salon services to our residents. **As soon as the positions are hired**, the Salon in Knollwood will reopen and provide services in accordance with CDC recommendations.

- The Salon will offer appointments Mondays – Fridays 9:00am – 4:00pm
- Residents must schedule an appointment in advance by calling 540-380-6510
- The Salon team member(s) will call each resident 15 minutes prior to their scheduled appointment in order to sanitize the workstations prior to your arrival
- The Salon team and residents must wear a mask throughout the appointment

- The Salon will be secured to avoid any gathering.

XII. HOUSEKEEPING SERVICES

Housekeeping services are available by appointment only.

- To schedule an appointment, please call:
 - Knollwood – call 540-380-4900
 - Ridgecrest – call 540-380-4699
- Residents may stay in their apartment/cottage during the housekeeping services however please practice social distancing and, if possible, use an alternate room during services.
- Housekeepers will wear protective equipment when entering and working in the apartment/cottage.

Cleaning of common areas has been increased and all frequently touched surfaces are cleaned multiple times throughout the day.

XIII. TRANSPORTATION SERVICES

Richfield Living provides the following transportation services:

- Richfield Rides - \$20/round trip - Monday and Friday from 9:00 am – 5:00 pm
- Off Campus Medical Transports - \$35/Salem area or \$45/Roanoke area
- Grocery shopping Tuesdays and Thursdays (see details in “Groceries and Supplies”)
- On campus transports
- Leisure rides will continue to be restricted until future phases

XIV. CAMPUS MAINTENANCE SERVICES

We continue to support maintenance needs by prioritizing work orders based on life safety first. Regular work order requests for apartments and cottages are prioritized and scheduled for service. To prevent cross contamination, Richfield Campus Service technicians are typically assigned work tickets in one building each day. All technicians wear Protective Personal Equipment (PPE) and change their PPE if they do enter multiple buildings in one day.

XV. SUPPORT SERVICES AVAILABLE DURING THIS CRISIS

- Call 211 from your phone for the VA Information System to find resources to meet your needs
- Contact Pat Martin, our Wellness Nurse, at 540-444-2714
- Carilion Pharmacy (on campus) – pick-up and delivery available
- Valley Internal Medicine (on campus)
- DaVita Dialysis services (on campus)

XVI. HOSPITALIZATIONS

Residents returning to the Richfield Campus following non-COVID-19 related hospitalization will be screened prior to returning to their residence and should self-quarantine for at least 7 days upon return. Residents hospitalized with positive COVID-19 diagnosis will be assessed and may be asked to return to campus to be cared for in Richfield's isolation unit in the Recovery and Care Center until they are able to return to their residence. These guidelines are subject to change with no notice.