



## COVID-19 Protocols for Independent Living Residents Updated: March 11, 2021

We revised our COVID-19 Protocols for Independent Living as Centers for Disease Control and Prevention (CDC) released the first set of [public health recommendations](#) to guide visitation activities of fully vaccinated individuals. These recommendations offer flexibility from the public health recommendations we have been living under since the beginning of the global pandemic nearly one year ago. These recommendations apply to fully vaccinated individuals outside of healthcare settings.

For the purposes of this guidance, “fully vaccinated” means that at least 2 weeks have passed since the final dose in a COVID-19 vaccination series. In other words, 2 weeks have passed since the second dose of either the Pfizer or Moderna vaccine, or 2 weeks have passed since administration of the single-dose Johnson & Johnson vaccine. Individuals who have received only one dose of either the Pfizer or Moderna vaccines, or for whom it has been fewer than 2 weeks since the final dose of Pfizer, Moderna, or Johnson & Johnson, are not considered fully vaccinated.

Fully vaccinated individuals in a private setting, such as a private home, may:

- Visit with other fully vaccinated individuals indoors in a small group without masking or social distancing.
- Visit with non-vaccinated individuals from a single household indoors without masking or social distancing, provided none of the non-vaccinated individuals or their household members are at increased risk for severe COVID-19 disease.
- Refrain from quarantine and testing after exposure to COVID-19, provided the vaccinated individual remains asymptomatic.

Fully vaccinated individuals should continue to:

- Wear well-fitted masks and social distance when in public, when visiting with non-vaccinated individuals who are at increased risk for severe COVID-19 disease, and when visiting with non-vaccinated individuals from multiple households.
- Avoid medium- and large-sized in-person gatherings.
- Get tested if they show symptoms consistent with COVID-19.

CDC notes that travel recommendations and guidance is not being revised at this time. CDC continues to recommend avoiding non-essential travel. Fully vaccinated individuals who choose to travel should continue to quarantine following travel according to CDC recommendations and any state/local requirements or public health recommendations.

We are excited to modify our COVID-19 protocols for Independent Living Residents as we strive to restore community services and amenities while continuing to enforce necessary precautions to keep residents safe and healthy. We have done so well as a community which is a testament to the diligence

of 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 we 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-19 (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 CDC and Virginia Department of Health (VDH) guidelines. Residents are urged 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 practice 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 residents healthy. Therefore, the following specific protocols will remain in place for **ALL** residents and team members in the Richfield Living community:

- Residents, team members, caregivers, and visitors must:
  - wear a mask or face covering when entering, exiting, traveling through and spending time in public settings
  - sanitize their hands at the sanitizing stations
  - complete a mandatory daily screening as they enter any building.
- Residents, team members, caregivers, and 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 the Wellness Nurse (Pat Martin) at 540-444-2714 or [pmartin@richfieldliving.com](mailto:pmartin@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 follow the Governor's guidance for indoor group sizes. 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 buildings OR if the Governor changes state guidance.**

## **II. COMMUNITY COMMUNICATIONS**

- Critical messages will be communicated via letter in resident mailboxes or under resident doors.
- To ensure residents, team members, families and suppliers have the most up to date information, we have implemented the Compliance and COVID-19 status hotline at **888-745-8008**.
- We have also developed a special web page on the Richfield Living website. Please visit [www.richfieldliving.com](http://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 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](mailto:info@richfieldliving.com) or by submission to any Administrator. These Virtual Fireside Chats are being rebroadcast on our YouTube Channel (see info below), please subscribe to receive 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.

### III. PHYSICAL WELLNESS

- Physical Wellness classes are offered on Channel 62 during the following days and times:

10:00am	M/W/F/Sat	Body Rejuvenation
1:00pm	T/TH	Easy Does It
1:30pm	Sat/Sun	Easy Does It
- The Outpatient & Wellness Gym is open for Independent Living residents and outpatient therapy patients from the community. Currently the therapy pool is available to therapy patients only on a one-on-one basis. We are currently working on a projected pool opening for residents as the CDC guidelines allow for it.
  - Wellness Gym hours are 8:00am-11:30am and 1:00pm-4:00pm.
  - Residents, team members, patients and the community are asked to wash their hands at the portable wash station in the vestibule before entering the Wellness Gym.
  - Masks are required to be worn when entering the gym, completing the daily screening form, utilizing the restroom, and while exiting the Wellness Gym.
  - Masks do not have to be worn while working out, as long as all participants in the gym have been fully vaccinated. In the case that a participant is not vaccinated, everyone in the gym will be required to wear their mask. Anyone using the gym will be asked about vaccination records by the screener.
  - Independent use of cardio and strength equipment is available. An equipment orientation is recommended and ongoing assistance is available by appointment with the Wellness Program Manager.
  - Only 10 people at a time will be permitted entry to the Wellness Gym. This will be on a first-come, first-serve basis.
  - Participants are required to sanitize hands frequently, maintain 6-feet of distance at all times, and sanitize equipment after use with disinfecting wipes provided throughout the gym.
  - For more information contact Susan Bryant, Wellness Program Manager at (540) 444-2720.
- The Wellness Studio is located in the lower level of the Town Center. It is open to Independent Living residents for group classes and individual use. The Fitness Schedule is available to be viewed

on the WellNested App by WellZesta and copies of the schedule are made available at the Wellness Studio and Wellness Gym.

- Wellness Studio hours are 8:00am-8:00pm Sunday-Saturday for Independent Living residents.
- The Wellness Studio is open for the Lake Retreat residents 24 hours a day. An orientation to the equipment is mandatory for 24-hour access.
- Participants are required to wear a mask, wash their hands and complete a daily screening form at the Town Center entrance before entering the Wellness Studio.
- Masks will not be required while participating in a group class or using equipment independently, if all the participants have been fully vaccinated. In the case that one participant is not fully vaccinated, everyone will be required to wear their masks for the duration of the workout.
- Participants are encouraged to sanitize hands frequently, maintain 6-feet of distance, and sanitize equipment after use with disinfecting wipes provided.
- Residents are required to register for group fitness classes by contacting the Wellness Program Manager at [sbryant2@richfieldliving.com](mailto:sbryant2@richfieldliving.com) or (540) 444-2720.
- Registration can take place no earlier than Thursdays for the following week of classes.
- The Fitness Class Schedule is subject to change. Residents will be given notice of any schedule changes through the WellNested App by WellZesta, through area calendars and at the Wellness Studio.

- The Current Wellness Studio Fitness Class Schedule is as follows:

<b><u>Monday/Wednesday</u></b>	10:30am-11:00am	Easy Does It
	11:15am-11:45am	Tai Chi for Beginners
	1:30pm-2:00pm	Strength & Balance Level 1
<b><u>Tuesday/Thursday</u></b>	10:00am-10:45am	Strength & Balance Level 2
	11:00am-11:45am	Chair Yoga
	2:00pm-2:45pm	Body Rejuvenation
<b><u>Friday</u></b>	10:30am-11:15am	Stretch on the Mat
	1:30pm-2:00pm	Cycle & Row Combo Class

#### **IV. 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.

## **V. GROCERIES AND SUPPLIES**

Richfield provides 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.

## **VI. 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.

## **VII. DINING PROGRAM**

Richfield has opened the Town Center dining venues and the restaurants follow current CDC guidelines for restaurants Dining programs include eat-in dining, order-ahead/ pick up, or delivery service for a fee. More information and menus are available in the Town Center.

## **VIII. IN HOUSE SALON SERVICES**

BellaVue Salon is open in the Town Center providing services in accordance with CDC guidelines.

- The Salon offers appointments:
  - Mondays and Fridays from 9:00am – 4:00pm
  - Wednesdays from 1:00pm – 8:00pm
- Residents must schedule an appointment in advance by calling 540-380-1590
- The Salon team and residents must wear a mask throughout the appointment
- The Salon will be secured to avoid any gathering.

## **IX. HOUSEKEEPING SERVICES**

Housekeeping services are available by appointment only.

- To schedule an appointment, please call Michael Barnett with Resident Services at 540-444-2721.
- 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.

- During services each housekeeper has a box of the surgical masks in case a resident doesn't have a mask or needs one.

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

## **X. 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

## **XI. 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.

## **XII. 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 Nurses, at 540-444-2714
- Carilion Pharmacy (on campus) – pick-up and delivery available
- Valley Internal Medicine (on campus)
- DaVita Dialysis services (on campus)

## **XIII. 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 10 days upon return. However, residents who are fully vaccinated (defined as two weeks after the last dose) do not need to self-quarantine, unless they have a known exposure to COVID-19 or are exhibiting symptoms of COVID-19. 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.