

## CAMPUS UPDATE

**DATE: APRIL 6, 2020 4:00 p.m.**  
**FROM: Sean Huyett, President & CEO**

### **NO VISITORS TO CAMPUS– PERIOD.**

*The only exceptions are for residents and families facing end of life situations.*

In spite of the barriers placed along the main driveway we had people come on campus over the weekend. We want to be sure that our buildings remain closed to all visitors in order to reduce the risk of getting the COVID-19 virus on our campus.

**Don't risk infection by going to the grocery store or pharmacy.** See the “Grocery Clarification” page for all the options you have available to secure the food, prescriptions and other supplies you need. **Please read this material and choose how you will shop moving forward. This is very important.** *Our goal is to have all orders done online or letting WC place the order online by the end of this week, April 10.*

This situation with COVID-19 is new for all of us and it isn't easy for any of us. We appreciate your understanding during this time.

**SOCIAL DISTANCING** – The CDC continues to recommend that people, all of us, *keep a distance of 6 feet apart when we see each other in the halls, on the elevator, etc.* **This applies to EVERYONE!** And remember, only 3 people in the elevator at one time.

**THE CORNER MARKET** is open in the Main Lobby, 10 a.m. – 12 noon, with basic items, Monday through Friday. Resident volunteers will get the items off the shelf and charge them to your WC account. **Please notice the posted sign and the X's on the floor so you can follow our 6 ft. distance rule as you order and wait for your items.**

**STAFF MEMBERS ARE WEARING MASKS** in all public areas of campus as another step to reduce their risk, and yours, of contracting the COVID-19 virus. We hope to make masks available to residents in the next week or so.

**EVS/HOUSEKEEPING CHANGE** – **Effective April 6**, apartments and cottages will be cleaned every other week. Residents who wish to discontinue their cleaning

service for the next 10 weeks, please call Ext. 3553 to cancel. Apartments and cottages will be cleaned on the following weeks:

Weeks of April 13 and April 27

Weeks of May 11, May 25 and June 8.

Your day of the week and time of day remains the same. Please understand that rescheduling will be restricted during this period. If you need cleaning supplies, a limited quantity is available. Email Lacey at [lurquhart@wclynchburg.org](mailto:lurquhart@wclynchburg.org) or call Ext. 3553.

**DINING UPDATES:** Please take a moment to read Judi's letter on page 4. Her leadership is helping our dining team to bring you delicious meals delivered to your door in the best way possible. You may be surprised at all the steps in the process.

**TEMPLETON WELLNESS CENTER** – Hours Remain the Same. Please follow these guidelines when you visit:

1. Maximum 3 people in each area at one time. For the Pool and the Spa, 1 person in the spa and 2 people in the pool is acceptable. *OR* 3 people in the pool and no on in the spa.
2. Please use flip flops or sandals in lockers rooms and on the pool deck. No bare feet.
3. Cleaning procedures: Please use hand sanitizer before & after using equipment and wipe down equipment after each use.
4. Wellness staff members are cleaning areas after use in addition to EVS.
5. Hand Sanitizer is available at the sign-in area.
6. Take advantage of the Recorded Exercise Classes on TV Channel 970. These can also be accessed through the resident website.
7. Pick up a Wellness Activity Packet from the rack opposite the program signup board on the Brookhaven side of the Main Lobby.
8. **Weekly Campus Walks** are still happening. Join us on Weds., April 8 at 11 a.m. Meet outside the main entrance!

**FRONT DESK CALLS:** Our team at the Front Desk is fielding many, many phone calls. Please consult your phone directory and dial the department you need directly rather than asking reception personnel to transfer you. Direct questions to either the Resident Life Office, Gwen Pope at Ext. 3515 or to Administration via Angela Jones, Ext. 3506.

## GROCERY SHOPPING CLARIFICATION

We are willing to get your groceries for you; however, we would like to minimize the exposure of our staff members who go out to the store. We want them to stay healthy too. Therefore, we ask that you utilize another option IF POSSIBLE.

**Please read this material and choose how you will shop moving forward. This is very important.** *Our goal is to have all residents ordering online or letting WC place the order online by the end of this week, April 10.*

### The options are as follows:

1. You may order groceries online at either the Boonsboro Kroger or the Old Forest Road Walmart. Ask for a pick-up time between 9AM - 5PM, Monday through Friday, then let Gwen Pope x3515 know your pickup day and time. We will go and pick up your groceries for you. Due to high demand, pick-up dates are often 4 days out. Please be aware of this and plan ahead for what you will need for the next week.
2. If you have family and friends in town who could help out, then you may ask them to get your groceries or other supplies and drop them off at the drop-off point at the Williams Road entrance to the Memory Support Center (at the circle). We will make sure you get your groceries promptly. This option is available from 2 PM – 4 PM Monday through Friday.
3. The Corner Market and the Canterbury Café: The Corner Market (aka the new gift shop) in the main lobby is open from 10AM – 12 PM Monday through Friday. It is stocked some essential goods like toilet paper, paper towels, toiletries and some over-the-counter medications. The Café also has some food items in the cooler that may help get you through in a crunch.
4. **Blue Light COVID-19 Special:** If you need cleaning supplies, EVS can offer you a disinfectant solution in a bottle and a cloth that may be washed and reused. They also have a 1-time toilet bowl brush that could be used on two toilets in one home that you would then throw away in the trash. If interested, contact the EVS office at x 3553 or email Lacey, [LURquhart@wclynchburg.org](mailto:LURquhart@wclynchburg.org). *Free to the first 50 callers or emailers!* This is in response to some of you who have asked about cleaning your home over the coming weeks as we transition to every other week cleanings.

If none of the above options work for you, we will shop for your groceries; however, this increases the chance the staff could catch a virus and bring it back in to the community. If you can wait 4 days, Gwen can enter your order online and

we can pick it up when ready. We realize there may be reasons you may need your items sooner, especially if medications are involved.

The health and safety of our residents and staff is of utmost importance. If you need help placing an online order, please call Gwen Pope (3515) or Susan Thornton (3528) and they can assist you.

Thank you again for your consideration.

### ***Letter to Westminster Canterbury Independent Residents*** **Information to Clarify Dining Process - April 6, 2020**

*Greetings from the Entire Staff in Dining Services!*

As we navigate into our 3<sup>rd</sup> week of delivering meals, we continue to try to offer as many choices as possible for each of you. For some that means still coming to the Café, and for others it means the daily delivery of meals to your homes. Everyone has been so supportive with encouragement and great comments on the meals and employees thus far. With that though, I hope to bring a little clarity to some of the challenges we have encountered to date.

I wish I could put a video together to share with each of you the process and numbers of staff it takes to achieve the level of service we are trying to maintain. Step 1: We Create the Menu. The menus are no more than 3 days at a time to ensure we can continue to get the product from our vendors, and to not have to pull back too far if our situation were to change to more restrictive.

Step 2: Menu Distribution. We do our best to supply paper copies of the menu to those who prefer and we understand, and apologize, if we've been a few days behind on the electronic copies. Please understand that there are a lot of moving parts, and a phone call to me at Extension 3591 will identify how we can do better. I know that for many of you this is a confusing and an unsettling time, and the last thing we want is to add to your anxiety.

Step 3: Meal Orders are Placed. When you call or email your order to us, it takes one person to several hours to take the information; write up the manual ticket; ring the ticket into your account. THEN within 1 hour of building the delivery meals, a tally of all the meals is given to the cooks for them to ensure they've cooked enough product...especially the JRG menu items that normally are not cooked in advance.

Step 4: Food is cooked and Meals Boxed. If we have 25 chicken, 32 pork, 8 burgers, 2 pizzas, 4 Monte Christo ordered for delivery, we are currently unable to pack each box for each resident with their side choices. We pack up the boxes ala carte with the items the menu states, and then we ‘bundle’ the bags by adding whatever sides, condiments, dessert or drinks you ordered.

We realize that this takes a lot of paper and are looking at how to reduce that (more to come on that topic). That is why if you ask for a medium rare burger, or no sour cream, or no onions, we may not be able to customize your order *exactly*.

Step 5: Meals are Delivered. Once the bags are put together (takes a minimum of 4 people to assemble) they are loaded onto carts and other staff rush off to deliver them to you based on the location of your residence. The last orders are for the cottages. We load up the orders, carry them to our back dock and load into a vehicle to deliver.

***Whew! Then back to the phones to start the process over!***

Sometimes during this process we stumble, and trust me we ***DO NOT LIKE*** to make a mistake. We always appreciate you gently letting us know when we do so that we can re-think our process to make it better.

### **Menu for this Week**

You may notice that some items are ‘bundled’ like fish & chips or a turkey burger w/sweet potato fries. We are doing this to try to start to reduce the amount of paper products we’re using. To make a ‘substitution’ is very difficult; like asking for fruit *instead* of the sweet potato fries. Substitutions require the assembly line to stop, and, literally, change the box as it comes to the next person on the line. This holds up all the orders that follow.

**‘Cook at Home’:** We are very excited about our Italian menu this week, giving some of you the chance to add a bottle of wine to your meal. We continue to figure out a means of selling more wine to you.

We will offer bottled wine again this weekend and Champagne for Easter. Please **place your Easter Brunch Box order by 5 pm on Friday, April 10**, so our staff has all day Saturday to prep the meal and prepare some special surprises for you!

I know that Easter is usually a time when families celebrate, possibly worship, and share a meal together. *This year, the Café will be closed for the entire day on Sunday, April 12.* As resident participation in the Café for Sunday dinner continues to dwindle, we are offering only the ‘*Easter Brunch Box*’ for delivery, consolidating our resources to concentrate on preparation of the brunch box.

We thank you in advance as this will allow as many of our staff as possible, especially those with young children, the chance to share the holiday with their own families.

Please continue to send us your feedback. Thank you so much for your patience and well wishes. It truly is an honor to serve you!  
Air hugs to all of you and stay well!

