



A Continuing Care Retirement Community

Residential Living, Penrose Carriage Homes, Personal Care, Rehabilitation, and Skilled Nursing Care

Administration www.dunwoody.org

3500 West Chester Pike • Newtown Square, PA 19073-4168 • 610-359-4400 • Direct Fax 610-359-4498

April 2, 2020

Dear Residents, Employees, and Families,

We are writing to everyone to let you know the seriousness of the next 2 weeks. There is going to be a surge of cases of COVID-19. As much as we have been social distancing, this is going to happen. We have had a few cases and we have been able to contain them and not spread this virus to others.

We are urging residents to stay on campus - no shopping and no contact with others for the next 2 weeks. It is imperative to the health and welfare of the residents and staff that we all follow these rules so that we can keep each other healthy.

For staff we are asking that you only go to work and right home. No visiting others or shopping. We know this is difficult and we are so appreciative of you for coming to work and helping our residents during this pandemic. Think of your residents if you feel the need to go anywhere.

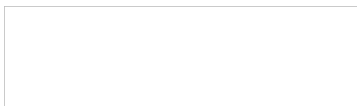
For Families, we are happy to accept packages and groceries for your loved ones, but we need you to leave the campus right after. Please refrain from trying to see your loved ones through windows and doors. Our security team has a hard enough job and having strangers on campus is not helpful.

We know this is not ideal. It is not convenient. But please think of all your neighbors, co-workers and friends and know that you may not get the virus or have symptoms, but your Dunwoody Family may not be as lucky. We want everyone to be healthy and once this is over, we will lift restrictions as soon as we can.

Please take this seriously! It could be the difference between life and death for many!

Sincerely,

Dr. Thomas Lawrence, MD Medical Director for Dunwoody Village
Sherry L. Smyth, President and CEO Dunwoody Village
Kathryn A. Barton, Director of Operations, Dunwoody Village
Brandon Jolly, NHA, Director of Health Services, Dunwoody Village
Wendy Hix, RN, Director of Nursing, Dunwoody Village
Kim LaFountain, RN Health and Wellness Manager, Dunwoody Village
Adrienne Stevens, LSW, Personal Care Administrator, Dunwoody Village





Dunwoody Village
MEMORANDUM

April 2, 2020

TO: ALL RESIDENTS
FROM: Kathy Barton
Director of Operations

RE: **CONTINUED UPDATE: COVID-19 PROTOCOL FOR DUNWOODY VILLAGE**

We are being asked by many (residents, staff and family's) how many cases we have so I will be adding a section to disclose this information daily. If we have no memo, this information will be posted by itself. If there is no memo – there is just not anything new to report!

Residential living –	1 case in the Hospital - recovering
	1 case on Campus – recovering
Skilled Nursing -	1 case on Campus – recovering
Personal Care -	0 cases
Employees -	1 case – self-isolated at home

Scooter Tip - When not in use, plug your scooter into its charger box at least every other night for 8 to 10 hours. Then unplug it at least for a day. A scooter should not be charged or left uncharged for long periods of time as this will cause the battery to weaken and negatively affect the performance of the scooter. Eventually the battery will stop working.

Free to good home – We have about 65 plants in the dining rooms that need a home. Please contact Judy Edinger at JHEDGR@aol.com or you can call (she prefers e-mail) if you would like a plant. She is going to make a list and I will have a staff member deliver them to your door. **FIRST COME – FIRST SERVED!** When they are gone - they are gone!

If you are having issues with getting food and would like to have meals added (Breakfast \$65 monthly, Lunch, \$100 monthly), please contact Peggy Edinger at Pedinger@dunwoody.org or 610-359-4500.

The Gift shop does have Toilet Paper (single rolls) and we are working to get more Paper towels. If you need any personal items from the gift shop, please e-mail Curt Sayers (Csayers@dunwoody.org or 610-359-4492) and he will deliver the items to your door.

PLEASE SEE THE IMPORTANT NOTE FROM OUR MEDICAL DIRECTOR AND STAFF LEADERSHIP ON THE BACK OF THIS MEMO.

Updates will continue to be provided as necessary and are posted on our website: www.dunwoody.org if your family is interested in following this information.

Please report any symptoms of fever with sore throat, congestion, and cough to Health & Wellness.
PLEASE EXERCISE VIGILANCE WITH HAND WASHING! We understand that these circumstances are difficult and appreciate your cooperation.

April 2, 2020

To: Dunwoody Village Residents, Families and Staff

From: Brandon Jolly, Director of Health Services
& Wendy Hix, Director of Nursing



Re: **Care Center COVID-19 Update**

Dunwoody Family,

As our nation continues to fight COVID-19; and, with a surge of new cases expected in the coming weeks, everyone who steps foot on Dunwoody's beautiful 81-acre campus this Spring must continue sharp focus on virus mitigation and the safety of everyone. We can not stress enough the importance for you and your families to shelter in place at this time! If you must leave your home please wear a mask at all times and ensure that the mask covers your mouth and nose. Try not to touch your face. Social distancing and hand-washing are our two biggest weapons against this virus.

COVID-19 Guidance from Chester County Health Department:

We have experienced exceptional guidance and service from the Chester County Health Department; including communication several times a day as necessary. I can't say enough nice things about the people whom we have worked with from their department. They have been very responsive to Dunwoody's needs.

Pennsylvania Department of Health Focused COVID-19 Survey:

The Pennsylvania Department of Health is currently conducting Focused COVID-19 Surveys at all skilled nursing facilities in the state and our survey started on Monday, March 31. They are looking at our emergency plans and emergency policies and procedures. We are happy that they are looking at our practices; as it provides another set of eyes to ensure that we're doing all of the right things to promote an optimally healthy environment.

Medical Director Engagement:

Our Medical Director, Dr. Tom Lawrence has also been exceptional from day one of the pandemic. His direction to close many aspects of services during early on planning efforts seems to have prevented mass communal spread that has, unfortunately, materialized in many other senior communities and nursing facilities. We are speaking with Dr. Lawrence multiple times a day. He is personally directing and reviewing positive cases and all presumptive positive cases for both residents and staff. No staff member who is out sick will return without his review and approval. Dr. Lawrence is also reviewing these cases with Chester County Health Department prior to an employee's return to work.

Keeping Residents and Staff Safe:

Personal Protective Equipment is currently in good supply at Dunwoody. Staff have the equipment that they need to feel safe doing their job and to ensure that the residents are safe as care is delivered. I want to commend Sherry Smyth, Kathy Barton and Len Dachino for ensuring that adequate access to funds was immediately available to us to purchase personal protective equipment from secondary markets as our main suppliers ran out and began limiting purchase quantities on some products. We are fortunate to have the protective equipment we need; many other healthcare organizations are not as fortunate. We want to commend Human Resources and Nursing Administration for their focus on employee wellness. We all understand that keeping staff from introducing this contagion to our community is essential to eliminating the threat.

We also have a sufficient supply of COVID-19 test swabs on site so we can respond quickly if a resident starts to show signs or symptoms of COVID-19. Testing seems to be ramping up quickly across our region and we are getting test results back for Dunwoody residents in 2-3 days.

Care Center Staffing:

Staffing in the Care Center is good. As we have had more call-outs related to the virus, we have also had a significant decline in the number of rehab patients because of a large decline in elective surgeries being performed. Because of this, we have had minimal impact to staffing the Care Center. I'm so proud that most of our employees continue to come to work each day with smiles on their faces; despite their own serious concern for their own safety and that of their families.

New Short-term Admissions to the Care Center:

As mentioned, the skilled center has experienced a significant decline in short-term rehab referrals from our hospital partners due to a very limited amount of elective surgeries being performed. The hospitals are thoroughly screening all new admits to our Care Center prior to their discharge from the hospital. All new admissions to the Care Center are sheltering-in-place; which further limits risk of exposure to other residents.

The Current COVID-19 Situation in the Care Center:

We currently have one confirmed case of COVID-19 in the skilled center. The individual was diagnosed about a week ago and is doing very well. Thankfully, the symptoms have been mild so far. We have had no additional positive cases in the skilled center. To date we have had no positive cases in personal care. To date we have had two positive cases in independent living. We are extremely cautiously optimistic that we will continue to prevent community spread at Dunwoody if we maintain the focused prevention efforts that have been put in place. Care providers are wearing full personal protective equipment when caring for anyone with a positive case and these employees are dedicated to the case and don't provide service to others. These are exceptional humans! Dunwoody has started posting daily updates on our web site www.dunwoody.org with the exact number of confirmed positive cases at each care level, each day.

We continue to ask that you have no visitors; including no visitors outside of windows because a few families have opened windows or tried to enter the Care Center. You are welcome to drop things off at reception and they will be promptly delivered; however, our residents are in a very high-risk group and our current guidance advises against any non-essential visitors coming on campus.

We have also received overwhelming support from our residents and their families during this emergency. These offers of support are heart-felt and our staff recognize and appreciate all of the kind acts being planned remotely.

I'm so proud of the entire community's efforts. Although we know that you're probably getting bored staying in your home, you are contributing to the end of this virus by staying home.

Please stay healthy.

Sincerely,

Brandon Jolly
Director of Health Services
&
Wendy Hix
Director of Nursing