

July 15, 2020

TO: Residents and Family Members

FROM: Loriman Looke, Executive Director and Administrator

Mindful of the importance of keeping you informed as we continue to navigate our way through the coronavirus pandemic, I thought I'd take a moment today to update you as to where things stand in our efforts to protect our residents. Since I last wrote, many of the prevention measures we implemented in the spring remain firmly in place. A few, however, are beginning—incrementally—to change.

### **What Has Not Changed...**

First, topping everyone's list, is the fact that Quarry Hill still has had no diagnosed cases of COVID-19. We continue to follow the guidance of the U.S. Centers for Disease Control and Prevention (CDC), the Maine CDC, the Centers for Medicare and Medicaid Services (CMS) and our parent organization, MaineHealth, and to implement their recommendations for maintaining our healthy community.

Based on these organizations' guidance, we're holding fast to many of the defensive measures established in March and April to minimize the risk of coronavirus entering our main building as well as the possibility of person-to-person transmission within our community. Under this heading...

- The Inn remains closed to everyone except care team members, residents of the building and vendors and caregivers deemed essential. All those seeking access to the building must use the Main Entrance (other entrances are locked) and are screened (temperatures taken, etc.) upon entry.
- Care team members wear masks throughout their shifts.
- Residents have been issued face masks and are asked to wear them anytime they step outside their apartments, answer a knock on the door or interact with people (including staff members) from outside their apartments.
- We urge residents who are mobile to avoid any unnecessary off-campus trips to stores, restaurants and businesses. Some are relying on family members and store deliveries to obtain groceries and other necessities.

- With all outside delivery personnel barred from entering the Inn, care team members are ferrying incoming mail and packages, prescription medications and other important materials from the Main Entrance to residents in their apartments.
- Quarry Hill vans provide transportation to essential medical appointments only.
- The Anderson Inn Beauty Salon / Barbershop remains closed as the outside contractors who staff it cannot enter the building and CMS has categorized salon services as nonessential.
- Residents are strongly discouraged from moving between units within the Inn.
- All scheduled group events and activities are suspended. For residents who do gather, we ask that they wear a mask and maintain a minimum of six feet of separation from others in the room.
- Our independent and assisted living dining rooms are closed. For independent living and Terraces residents, care team members deliver meals to people in their apartments; for Gardens and Courtyard residents, because of the special needs of these individuals, meal service is a combination of in-room and dining-room service.
- Quarry Hill's housekeeping team continues aggressive disinfection efforts, regularly sanitizing bathrooms, hand rails, door handles, elevator buttons and other high-touch surfaces.
- Protocols are in place for isolating and caring for any resident who exhibits COVID-related symptoms and is awaiting test results.
- A contact-tracing system has been instituted throughout the Anderson Inn that would allow management to track care team members' contacts with residents, should either a care team member or a resident become infected.
- Our clinical team regularly reviews and practices infection-prevention techniques and proper use of personal protective equipment.

### **What Is Beginning to Change (a Bit)**

The Maintenance Department is now able to return to performing nonemergency work inside apartments and cottages. However, a few caveats apply: Residents are asked to call in advance (ext. 6264) to schedule an appointment. Residents must wear masks when Maintenance workers (who will also be masked) arrive and remain masked as long as they're in the apartment or cottage with said workers.

In addition, Quarry Hill has reopened to admissions in independent living and the Terraces, provided the incoming residents adhere to strict guidelines. Chief among these are (1) new residents must receive a negative result from an approved COVID test using a sample drawn no more than 72 hours before move-in, and (2) new residents must self-quarantine inside their apartments for a period of 14 days after their arrival. Tours for prospective residents and their families are still prohibited building-wide.

This easing of the ban on admissions to the Inn established in March also means...

- Those currently residing in the Terraces and independent living sections of the building can again expect to see, from time to time, new residents' belongings being brought into the Inn. However, unlike pre-COVID move-ins, Maintenance workers and other team members will be doing the moving. Outside movers will bring newcomers' furniture, etc., no farther than one of the building's two entrances, where it will be collected and transported to the destination apartment by our crew.
- Current Terraces and independent living residents can anticipate receiving, once again, occasional notifications regarding openings in our apartment and cottage communities. As always, existing residents have priority access to all openings at Quarry Hill.

In sum, except for these few modest easings, we continue to maintain a strong defensive posture against the coronavirus. We closely follow the urgings of state and national public health authorities because the lives of the vulnerable elders we serve are too valuable, and the unpredictability of the virus too great, for us to do anything but. It's difficult, we know, but it does help to know what's going on. So starting today, we intend to send you updates every month until the crisis ends. Remember, too, that you can get the latest information anytime by calling our frequently updated, 24/7 COVID-19 phone line at **207-301-6300**, or by visiting our website at [www.quarryhill.org/covid-19-response](http://www.quarryhill.org/covid-19-response). And if you have a specific question or concern, you're welcome to contact me on my direct line, 207-301-6275, or via email at [llooke@pbmc.org](mailto:llooke@pbmc.org).