

Residential Living Quarantine Handout



GREETINGS!

We understand that being under self-quarantine in your cottage or apartment is not ideal, but want to do our best to help you adapt as well as possible. Please know that our wish is to provide you the best customer service we are able to in these trying times and equip you for your period of quarantine.

Thank you for your understanding as we take the precautions we feel are necessary against the Coronavirus, as directed by the PA Department of Health and the CDC. Here is specific information on your quarantine:

- Your quarantine will last through _____.
- **Mail**
 - You will not be able to pick up your mail during this quarantine period. You may provide your mail key to a neighbor to assist you with this task during this time as long as it is a contactless exchange (this applies to both the key and mail exchange).
 - If you don't have a neighbor or friend to assist you with mail delivery, we will deliver your mail to your apartment or cottage door when your boxes are full (USPS will provide us with your bundled mail when your box is full).
 - Packages will be delivered to your apartment or cottage door upon arrival.
- **Trash**
 - For apartment residents - housekeeping will pick up your trash weekly. Please sit your trash outside your apartment door and call Village Commons Resident & Guest Services at 717.790.8213 or Village Square Resident & Guest Services at 717.790.8207 to alert housekeeping of the need for pick-up.
 - For cottage residents - you may follow your normal trash procedures.
- **Laundry**
 - Apartment residents only - If you do not have laundry machines in your apartment and will need clean laundry prior to the end of your quarantine, please contact Corinne Welsh, Residential Living Social Services, at 717.591.7226.
- **Fresh Air**
 - If you have a balcony or patio, please feel free to spend time outside in this area during your quarantine.
 - Cottage residents may spend time outside on their private property; public property exercise is not permitted during this time.

Grocery & Meal Services



Navigating Dining Services

While under quarantine, residents can order meals from all three dining venues - Cafe 100 and Kathryn's, located in Village Square, and Fireside Grille, located in Village Commons.

- To call in your meal order, please use the following information:
 - Fireside Grille: call 717.790.8212 to place an order
 - Cafe 100: call 717.796.8147, option 2, to place an order
 - Kathryn's: call 717.796.8147, option 1, to place an order (only open for lunch on Wednesdays)
 - If you need to leave a voicemail message with your order, please state the following information in the voicemail:
 - Your name and spelling of your name, menu order, and the time you would like to have your meal delivered
- Please consider placing lunch orders between 9:00 am and 11:00 am and placing dinner orders between 1:00 pm and 4:00 pm. This will allow the dining team to prepare multiple orders that have similar delivery times. Orders may be placed outside of the times listed above, but please allow at least 30 minutes for delivery. All orders for the daily specials must be placed by 10:00 am regardless of whether you are ordering for lunch or dinner.

Grocery Delivery Options

- Cura, our dining provider, offers **grocery items** to residents for purchase. A list of the available items was previously provided to you and includes the contact phone number for each venue to be able to place an order for contactless delivery of these grocery items.
- Messiah Lifeways At Home is now offering **contactless grocery delivery services** - you can let them do the shopping for you. No matter how big or small your list is, they're happy to help. Their trained team members will make the delivery at a safe social distance while following all recommendations by the Centers for Disease Control and Prevention (CDC). Give them a call today at 717.790.8209 for pricing and more details.
- Peapod, Instacart, and Schwann's **food delivery services** are permitted on campus. For residents in apartments, please make arrangements with family or a neighbor to deliver your groceries outside your front door as this delivery must be contactless.
- **Family may deliver you groceries and supplies** while you are on quarantine as well.

Residential Living COVID-19 Updates



QUARANTINE GUIDELINES

There are various reasons a resident may be asked to quarantine and we want to make sure everyone is aware of the expectations and guidelines involved. These guidelines were issued by the CDC and apply to the general public as well.

- ***What are the reasons I will be asked to quarantine?***
 - If you have engaged in high-risk travel, such as on an airplane, cruise, or to a large event
 - If you have a confirmed or suspected case of COVID-19
 - This includes the window of time it takes for your COVID-19 testing to be completed and testing results to arrive.
 - If you have been exposed (face-to-face) to someone with a confirmed or suspected case of COVID-19
- ***What is the expectation during the time I am asked to quarantine?***
 - **You will need to restrict your public activity during the time of your quarantine.**
 - Fresh air is certainly encouraged - if you have a balcony or patio, please feel free to spend time outside in this area during your quarantine. Cottage residents may spend time outside on their private property. Walking on campus or throughout apartment buildings is not permitted during this time, including in elevators and stairwells.
 - It is the expectation that you only leave your living accommodation (with the exception of a porch or patio) for a direct medical need directed by your physician and communicated with Residential Living Leadership.
 - You may have meal delivery only during this time.
 - Staple grocery items may be purchased and delivered from our dining venues during this time. Orders for grocery items can be called in to the dining venue just as meal orders are; please refer to your previous handouts for available items.
 - Care Options Rx pharmacy is located on campus and able to deliver prescription medications, over-the-counter medications, and some supplies to you. You may place an order by calling 717.796.3611 on weekdays.

Residential Living COVID-19 Updates



QUARANTINE GUIDELINES CONTINUED - These guidelines are focused more on if you would be asked to quarantine as a result of a suspected or confirmed COVID-19 case.

- ***When should I seek medical treatment if I have a confirmed case of COVID-19?***
 - Contact your doctor for any symptoms that are severe or concerning. Call 911 should you experience any of the following:
 - Trouble breathing
 - Persistent pressure or pain in the chest
 - New confusion or inability to arouse
 - Bluish lips or face

- **What are the recommended cleaning practices for someone under quarantine or with an active case of COVID-19?**
 - Throughout the time of your quarantine and once removed from quarantine, it is very important to **thoroughly clean your “sick room” and home.**
 - While you are sick, routinely clean high-touch surfaces in your “sick room” and bathroom. If you live with a spouse, allow them to clean other common areas.
 - High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, and bedside tables.
 - Most EPA-registered household disinfectants should be effective in cleaning; be sure to follow the instructions on the label to ensure safe and effective use of the product.

- ***What if I have a confirmed/suspected case of COVID-19 and live with my spouse?***
 - **If you reside with a spouse**, you need to stay sequestered in one room with the door shut to prevent the spread of the virus to your spouse. Your spouse may deliver medications, meals, etc. to outside the room you are staying in, but should move away from the door prior to opening it to obtain what they have brought you.
 - If you **share a bathroom** with your spouse, your spouse should clean the bathroom surfaces you touch **every time** after you use the bathroom. It is important for your spouse to clean these areas with a mask on and to wait as long as possible after the sick person has used the bathroom.

Residential Living Emergency Guidelines

Urgent Health Needs

- Should you experience a **life-threatening emergency**, please call 911 immediately.
- **Nurse response calls** will be triaged over the phone while you are on quarantine.
- **Reschedule non-urgent health appointments** and try to coordinate telehealth opportunities.
- Should you have an **urgent appointment** that cannot be rescheduled, please take the following steps:
 - Notify your physician that you are under self-quarantine.
 - If your physician still wishes for you to travel to their office, ensure you are wearing a mask at all times when outside your apartment or cottage.
 - If you live in an apartment building, please notify Village Commons Resident & Guest Services at 717.790.8213 or Village Square Resident & Guest Services at 717.790.8207 so we can sanitize after you use an elevator at your exit and re-entrance to the apartment building.
 - *PLEASE NOTE: except for a life-threatening emergency, residents who have tested positive for COVID-19 should not violate the public activity guidelines outlined on page 3 of this handout.

Violation of Quarantine

Should you make the decision to violate your quarantine restrictions, you will receive a verbal reminder of the expectations. Should you choose to continue to violate your quarantine restrictions after a verbal reminder is provided, you will be in violation of your residency agreement. Should this situation occur, you will be provided with a written warning and ongoing non-compliance may result in termination of your residency agreement.

Important Telephone Numbers

Village Center Resident & Guest Services - 717.697.4666

Village Commons Resident & Guest Services - 717.790.8213

Village Square Resident & Guest Services - 717.790.8207

Residential Living Social Services - 717.591.7226

Residential Living Care Coordinator - 717.796.8149

Residential Living Social Life Coordinator - 717.591.7203

Residential Living Administrator - 717.790.8223

