



STILL HOPES

Episcopal Retirement Community

To: Residents and Family Members of Healthcare

From: Nikki Robertson, Director of Health Services

Date: March 9, 2020

Subject: Coronavirus Update 1

As you are likely well aware, the New Coronavirus (COVID-19) is making international headlines. Though this virus began in China, it has now made its way to the United States. Right now, there are six presumed positive cases of the Coronavirus in South Carolina. There are no known cases of COVID-19 within the Still Hopes Community. However, we want our residents and resident family members to rest assured that Still Hopes is taking every possible precaution to mitigate any potential exposure of the COVID-19.

That being said, we will be implementing numerous safeguards to protect against the spread of infection ensuring that we keep the COVID-19 out of our Community.

The largest change, for the foreseeable future, is that no visitors of any kind will be allowed in the licensed areas. These licensed areas include the Jane Bruce Guignard Skilled Nursing Neighborhoods (Saluda, Congaree and Broad), the RiverBanks Neighborhood, the Rose Gardens Neighborhood, and Sanders Rehab. The term “visitors” includes friends, family, and spouses. Though we know this will be very difficult, we truly believe it is a potentially life-saving measure.

- As of Tuesday, March 10th at 8:00pm, residents in the neighborhoods will be put on quarantine restrictions.
- There can be no physical contact between Independent residents and those in licensed areas.
- Still Hopes will assist in ensuring phone calls and FaceTime calls can be done to keep in contact with loved ones who reside in the licensed areas. Please contact the following Activity individuals for assistance:
 - Jane Bruce Neighborhoods Diane Cote’ (803) 995-8070
 - River Banks Neighborhood John Tasevski (803) 739-5021
 - Rose Gardens Neighborhood Sherry French (803) 739-5015
 - Sanders Rehab Suites John Tasevski (803) 739-5021
- Residents will enjoy all activities inside their specific neighborhoods only, including dining and happy hours. Residents will not be able to attend events in other areas of the campus such as in the Keenen Center.
- There will be no co-mingling of residents between different licensed neighborhoods.
- End-of-life matters will be accommodated through Nakia Daniels (803) 739-5014.
- No scheduled trips off campus. Coordination of groceries or needed supplies can be handled by contacting the following Unit Coordinators:
 - Jane Bruce Neighborhoods Terra Ginyard (803) 995-8115
 - River Banks Neighborhood Niesha Kitching (803) 995-8101
 - Rose Gardens Neighborhood Niesha Kitching (803) 995-8101

Still Hopes will be keeping in contact with you via various means such as email, printed letters, social media, personal phone calls and One Call, which is a text message/voice message alert system. If you do not receive the One Call notification, please contact the business office at (803) 223-6181 so we can update your contact information.

General Precautionary Information:

- Signage has been placed at every entrance to campus that shows the symptoms of the Coronavirus and preventative measures.
- General common areas and surfaces will receive additional housekeeping/disinfecting protocols. We also strongly encourage you to frequently clean and disinfect your personal residence as often as possible.
- Proper hand washing techniques are more important than ever before. Wash your hands frequently for at least 20 seconds, using warm water and anti-bacterial soap.
- Do not touch your nose, eyes, or mouth.
- You are encouraged not to shake hands.
- Cover your mouth and nose while coughing or sneezing by using your arm/elbow or a Kleenex/tissue and then use a hand sanitizer.
- Masks are only to be worn when someone is exhibiting symptoms. If you are seen wearing mask, it will be assumed that you are experiencing symptoms and additional action may be required.

Part B Therapy times may be adjusted. You will be contacted if your schedule is affected.

Hand sanitizers are provided around the campus and we encourage your use of these, but frequent, thorough, hand washing with soap and warm water is still the best preventive measure. Be aware that the use of soap makes a quite remarkable difference in how clean of germs your hands are at the completion of handwashing. In addition to hand sanitizers, Still Hopes will be posting signage at every entrance to our buildings that outlines the symptoms of the Coronavirus. We are also disinfecting all high touch surfaces frequently.

One more extremely important point to make is that if you (our resident) have travelled to a location that has ongoing person-to-person transmission of the Coronavirus, or if you (our resident) know you have come into contact with someone infected by the Coronavirus, please contact us immediately and remain in your residence until you (our resident) have been cleared by your healthcare professional. Our desire is to minimize your exposure if you could possibly have come into contact with the virus.

As always, Still Hopes is completely dedicated to taking every precaution to provide the safest environment possible for our residents and guests. We encourage you to monitor the news and stay abreast of official guidelines when it comes to this virus. Should you have any questions, please contact Stephanie Parker at (803) 739-5002.

Important Phone Numbers:

Nikki Robertson, Director of Health Services

(803) 739-5043

Hilary Bassett, Assistant Administrator and Head Compliance Officer

(803) 995-8080

Elizabeth Dickerson, Director of Nursing

(803) 739-5022

Leah Harrelson, Assistant Director of Nursing of Rose Gardens/River Banks

(803) 739-5036

Tammy Woske, Assistant Director of Nursing of Jane Bruce Neighborhoods

(803) 739-5039

Lisa Fitzgerald, Assistant Director of Nursing of Sanders Rehab

(803) 995-8064

Tacey Gohean, Director of Community Services

(803) 739-5047

Greenway Front Desk

(803) 739-995-8100

McDowell Front Desk

(803) 739-5046