



Keswick Update on COVID-19

April 2020

Keswick has instituted a No Visitation policy for our entire campus until further notice. Please see our Frequently Asked Questions (FAQs) sheet for detailed information about the current status of the campus.

Keswick's highest priority is for the safety of our residents and staff as well as our clinical and non-clinical care partners. The people who live here at Keswick are among the most vulnerable to be impacted by the Coronavirus and their health and well-being is our primary focus at all times.

Keswick has instituted new policies and procedures based on Governor Hogan's Executive Orders issued on March 30 requiring all non-essential personnel to stay at home. In order to ensure that we continue to provide the best care to our residents, these new policies will allow our clinical staff to focus solely on providing direct care to our residents.

To help answer any questions you may have, we have set up an informational phone line for families. The number is 410-662-4301. If you have a non-emergency question, we ask that you please leave a message on this phone line that includes the resident's name, room number, your name and phone number and we will respond within 24 hours. We cannot accommodate non-emergency calls from families at the nurses' station nor can we communicate health information via email.

Please know that communication regarding clinical concerns or a change in condition with your loved one will continue uninterrupted.

Keswick's continued practice will be to follow the guidance of local, state and federal healthcare authorities as this state of emergency unfolds.

We understand that this is a difficult situation for our residents' families and friends but please know that we are taking these precautions with the best interests of our residents in mind.

Thank you.