

**September 15, 2020**

## **Facts & Frequently Asked Questions**

**Keswick has instituted No Visitation policy for the entire Keswick campus until further notice.** Only essential staff, vendors and care providers will be allowed to enter campus buildings until further notice. All staff members are masked and direct care providers have additional personal protective equipment (PPE) as required.

**Limited Outdoor Family Visitation** – For information regarding outdoor family visitation, please click here: <http://choosekeswick.org/wp-content/uploads/2020/08/Keswick-Outdoor-Visitation-Guidelines-1.pdf>.

### **Status of COVID-19 on the Keswick Campus:**

**Total COVID-19 Cases on Campus since March** – Keswick has had a total of 37 people who have tested positive for COVID-19, of which 17 have been residents and 20 have been staff members. Thirteen residents have recovered. We are saddened that four of our positive COVID-19 residents have passed away. We offer our condolences to their families and friends.

Currently, we have no active COVID-19 positive resident cases, one positive staff cases and no pending resident cases on the Keswick campus.

**Weekly Covid-19 Surveillance Testing** – Governor Larry Hogan mandated weekly Surveillance Testing for COVID-19 for all staff at nursing homes. Residents are tested as needed. A letter, dated July 2, 2020, was sent to the Responsible Party for each resident outlining the requirements and reporting. Weekly testing continues.

### **Protective Measures Taken for Residents & Staff:**

- **Residents** have their temperatures taken and symptoms check each shift (3x/day) in addition to the regular care provided for each individual resident.
- **Residents** are in their respective rooms with regular check-ins and activity options from recreation staff multiple times throughout the day.
- **Resident Meal & Laundry** – To limit any outside exposure to residents, meals and laundry are sent up in the elevators and are delivered to residents by the direct care staff on each unit.
- **Air Circulation Safety Measures In Place** – COVID-19 is an airborne virus and can be spread with room air circulation. Keswick is keeping all ceiling fans off and windows closed thus reducing the chance of the virus moving from room to room. In addition, the air circulation units in Keswick have all been upgraded to bring in 100% fresh outside air, which constantly exchange the “old air” with fresh outside air.
- **Staff Check-Ins** – All staff members have their temperatures checked and must answer a series of screening questions regarding possible symptoms, other work places, travel and exposure risk.
- **Transportation** – Keswick is providing transportation for those who need it through our partner, Action in Maturity (AIM).

- **Lockers & Showers** – Staff members have the option of bringing an extra change of clothes and using showers and lockers in our Wise & Well Center before they leave campus.
- **Overnight Accommodations** – Staff members may elect to stay overnight on campus as needed,

**Family Communication** – We have initiated weekly calls to one family member as a “wellness check” call between the clinical staff and the Responsible Party/Emergency Contact. Family communication with residents on the campus will be through the phone in their rooms; we are doing facetime and Zoom calls as timing allows. **Please know that communication regarding clinical concerns or a change in condition with your loved one will continue uninterrupted.**

**Stress Reduction & Other Life and Well-Being Resources** – Please take advantage of any or all of these resources as needed on our YouTube Channel, <https://www.youtube.com/channel/UCeTK7wQU9OWEVN-vRTvIVfQ> and our website resource page, [www.ChooseKeswick.org](http://www.ChooseKeswick.org).

**Paperwork** – All necessary in-person paperwork processes including contracts for the admissions office as well as paperwork, payment and related items for the business office can continue to take place between the hours of 8:30am and 4pm, Monday through Friday. All transactions will take place in a designated area off the lobby.

**Laundry** – Laundry for all residents and rehab guests will take place on campus until further notice.

**Food Delivery** - Families may deliver food to campus front desk. When you enter the building for food drop-off, you must wear a mask. Food must be in a disposable, plastic container marked clearly with the name and room number of the resident. You cannot deliver the food to the resident. You may also order food for delivery from restaurants to your loved one but all payment for food delivered to residents needs to take place when ordering, not upon delivery.

**Request to Families** – We ask that you refrain from calling the Nurses Stations unless you are returning a call from our clinical staff. Your understanding and support in this matter is greatly appreciated. **Please stay in touch with your loved one’s Responsible Party of record as that is the person with whom Keswick is communicating.** We request your understanding that our staff cannot answer any specifics related to those impacted by the COVID-19 virus not directly related to your loved one.

**Family Hotline** – 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 to 48 hours. We cannot accommodate non-emergency calls from families at the nurses’ stations nor can we communicate health information via email.

We understand that this is a difficult time for you and all the families of our residents; however, please know that it is our goal to approach this situation with transparency and compassion for our entire Keswick community. We are grateful to our caregivers here on the campus that are providing exceptional care to our residents and we appreciate your continued support, patience and understanding at this time. Please stay safe and well. Thank you.