

**April 22, 2021 Revised 5:00 pm**  
**Facts & Frequently Asked Questions**

**Keswick has instituted a Visitation policy that reflects the current Federal and State regulations.** All staff members are masked and direct care providers have additional personal protective equipment (PPE) as required.

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

**Keswick is closed for Indoor Visitation** as required by the Baltimore City Health Department (BCHD) due to potential exposure from an outside healthcare worker/vendor.

**Outdoor Visitation can occur with the following guidelines:** Residents may have One Visit per day with Up to Two Visitors for an outdoor visit that lasts for no more than one hour between 10am and 3pm. *Outdoor Visitation is Weather Permitting – No Lightening, No Thunderstorms, Appropriate Temperature.*

**Planning for an Outdoor Visit:** In order for us to be sure that your loved one is ready when you arrive for your Outdoor Visit, please call the front desk at 410-235-8860 to let them that you want to come for an Outdoor Visit. **We ask that you call at least 24 hours in advance** so that we can notify the nursing team and plan to escort your loved one outside to see you. **Thank you!**

### **Current Keswick Campus Status:**

- Keswick has one positive COVID-19 staff case.
- Keswick has zero positive COVID-19 resident cases.
- An outside healthcare worker/staff-vendor has tested positive.

**COVID-19 Cases since the Beginning of the Pandemic in March** – Keswick has had a total of 149 people who have tested positive for COVID-19 since the start of the pandemic, of which 76 have been residents and 73 have been staff members. We are saddened that 29 of our positive COVID-19 residents have passed away. We offer our condolences to their families and friends.

**Covid-19 Surveillance Testing** – Keswick follows all federal and state regulations regarding mandated Surveillance Testing for COVID-19.

### **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.
- **Check-Ins** – All staff members, vendors and guests have their temperatures checked and must answer a series of screening questions regarding possible symptoms, other workplaces, travel and exposure risk.
- **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 are making 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/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 & rehab guests will take place on campus until further notice.

**Food Delivery** - Families may deliver food to the 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.

**Beauty Salon** – While the Keswick Campus is in Outbreak Status, the Beauty Salon is closed.

**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.