

May 4, 2021

Facts and Frequently Asked Questions

For your health and safety and for the health and safety of our residents and staff, Keswick follows stringent infection control measures and has in place all policies and procedures required by Federal and State agencies.

Visitation: Keswick has also instituted a Visitation Policy that reflects the current Federal and State regulations. Guests/visitors on the campus must wear a mask at all times, including during outdoor visits.

Masks & Other PPE: Staff members and vendors (when the regulations allow them to be on campus) are masked and direct care providers have additional personal protective equipment (PPE) as required.

Current Keswick Campus COVID-19 Status:

- Keswick has one positive COVID-19 staff case.
- Keswick has zero positive COVID-19 resident cases.

COVID-19 Cases since the Beginning of the Pandemic in March 2020 – Keswick has had a total of 151 people who have tested positive for COVID-19 since the start of the pandemic, of which 76 have been residents and 75 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.

Status of Visitation on the Keswick Campus:

- **Keswick is closed for Indoor Visitation** as required by the Baltimore City Health Department (BCHD) because of the outbreak status.
- **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.
 - ✓ Residents under observation restrictions cannot have outdoor visits.
 - ✓ Outdoor Visitation is Weather Permitting – No Lightning, No Thunderstorms, Appropriate Temperature.
 - ✓ No food or beverages can be consumed during visits as masks must remain on at all times.
- **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 know 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!**
- **Additional Visitation Information:**
 - ✓ New CDC guidelines allow visitation without masking and social distancing – for both indoor and outdoor visits as long as all visitors as well as the resident is fully vaccinated. Fully vaccinated means it has been a minimum of two (2) weeks after the second dose of a Pfizer or Moderna vaccine, or two weeks after a dose of the Johnson & Johnson vaccine. If the

visit is within the two-week post-dose time period, then masking and social distancing must continue.

- ✓ If any visitor does not show proof of vaccination all visitors and the resident will be required to wear a mask and social distance.
- ✓ Keswick will not require proof of vaccination; however, only those who present confirmation of vaccination will be allowed to visit with fully vaccinated residents under these guidelines
- ✓ We are unable to take a verbal report on vaccination to allow visitation without masking or social distancing
- ✓ For those who meet the unmasked guidelines for visitation, outdoor dining is also allowed at this time.

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

Protective Measures Taken for Residents & Staff:

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 or 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-vRTvVfQ> and our website resource page, 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 – Whenever the Keswick Campus is in an Outbreak Status, the Beauty Salon is closed. A good way to think about this is that whenever you are unable to come in the building, the Beauty Salon staff cannot come in the building.

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.