

July 21, 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. Keswick has also instituted a Visitation Policy that reflects the current Federal and State regulations.

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.

Visitation: All units are currently open for visitation.

Current Keswick Campus COVID-19 Status:

- Keswick has no positive COVID-19 staff case.
- Keswick has no positive COVID-19 resident cases.

COVID-19 Cases since the Beginning of the Pandemic in March 2020 – Keswick has had a total of 152 people who have tested positive for COVID-19 since the start of the pandemic, of which 77 have been residents and 75 have been staff members. We are saddened that 31 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 Open for Indoor Visitation with the following guidelines:**
 - ✓ Residents may have indoor visits in the resident's room with up to two visitors, from 10am and 9pm, seven days a week. Children are allowed, but if unvaccinated must be masked at all times. No pets are allowed.
 - ✓ See Important Additional Visitation Information below for detailed requirements for masks and social distancing.
- **Keswick is Open for Outdoor Visitation with the following guidelines:**
 - ✓ Residents may have outdoor visits with up to three visitors between 10am and 9pm, seven days a week. No pets are allowed.
 - ✓ Outdoor Visitation is Weather Permitting – No Lightning, No Thunderstorms, and Appropriate Temperature.
 - ✓ If you want to take your loved one outside, you will need to go to the resident's room to determine his/her interest in going outside.
 - ✓ If you and your loved one want to go outside, you will need to speak with the nurse on duty to let him/her know that you want to go outside.
 - ✓ You will need to escort your loved one outside and return him/her to the room after the visit.
 - ✓ For outdoor visits, if everyone in the group is vaccinated then masks may be removed **BUT** if anyone in the group is not vaccinated then masks should continue to be worn
 - ✓ See Important Additional Visitation Information below for detailed requirements.
- **IMPORTANT - Additional Visitation Information:**
 - ✓ **Masks must be worn at all times when walking through the Keswick building.**
 - ✓ New CDC guidelines allow visitation without masking and social distancing – for both indoor and

outdoor visits as long as all visitors and the resident are 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.
- ✓ Those visitors without vaccination confirmation will be required to remain fully masked and remain sociallydistanced while visiting their loved on for both indoor and outdoor visits.
- ✓ 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, indoor and 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.

Food Delivery - Families may deliver food to the campus for your loved one. When you enter the building, you must wear a mask. Food must be in a disposable, plastic container marked clearly with the name and room number of the resident. If the campus is open for indoor visitation, then you maytake the food to your loved one. If the campus is closed for indoor visitation, then 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.