

Information and Frequently Asked Questions – Updated January 2, 2025

Transformational Re-investment in Keswick's Campus

Introduction:

Welcome to Keswick's Campus Transformation Project! We are excited to share our plans for the future and involve you, our valued community members, every step of the way. This multi-phase, multi-year project is designed to enhance the Keswick experience for all. While we make improvements, we will continue to provide updates as we work to ensure that Keswick remains a vibrant, caring, and inclusive community.

Scope of Project: This is a multi-phase, multi-year project. It involves no new construction and is focused on the long-term care areas of our North and South buildings. More information will be shared as each phase of the project progresses. The project is expected to conclude in early 2029.

Phase Update – What happens in Phase 1? Phase 1 began in early 2024 and is expected to end in early 2025. Phase 1 affects the Lower Level of North, South, and Baker buildings only (no resident relocations in this phase.) During Phase 1:

- On North lower level, the Keswick Café has been remodeled, and new space will be created for human resources.
- On Baker lower level, new spaces are being created for financial services.
- On South lower level, a community-facing, cognitive resource center has been designed for people of all ages seeking to maximize brain health and improve cognitive function – including those experiencing challenges in the community.
- Note: Dialysis services located on Baker lower level are not affected by the construction.

How does this affect access to the café on the lower level? Limited café services and vending machines will be relocated to an expanded main lobby space. Additional vending machines will be available in the Baker Ground common area.

How does this affect other offices? Some offices are and will be relocated, permanently or temporarily. Signage and other communications will provide the current location.

Are Keswick's short-stay guest rooms and dialysis suite affected by this project?

No, those guest rooms and services are located in the Baker Building, which is a newer building; this area will undergo minor changes to create enhancements specific to the dining experience.

Is the Wise & Well Center affected by this project? No, the Wise & Well Center will remain open during construction so you can continue to enjoy its amenities and programs without interruption.

Project Impact on Residents: *Please note that we will share more information regarding resident living areas as we get closer to those phases of the project. The first phase does not involve any resident living spaces.*

- **Does the project affect all Resident spaces on the Keswick campus?**
 - No, this project will affect resident spaces in the North and South buildings only. There will be limited construction in the Baker Building to improve dining areas only.
 - The project does not affect the resident rooms of the Baker Building. The Baker Building is where we serve those who need short-stay rehabilitation and nursing care, typically following a stay at the hospital, as well as some Residents receiving long-term care services.

- **How will the construction period affect Residents in the affected areas?**
 - Keswick has the capacity to continue to serve Residents during construction through relocation to other areas on campus as each phase is completed. This means that Residents will not have to move off-campus; however, each resident room in the affected areas (North and South buildings) will, at some point, need to be vacated.
 - Residents and Resident representatives will be informed of relocation in advance.
 - Appropriate staffing will be maintained, and Resident care, support, and activities will continue **throughout the construction period.**

- **Does the project affect bed availability?**
 - Keswick was designed as a 242-bed facility, now serving about 160 individuals in short and long-term care on any given day. Given the pending construction and the number of beds not in use, 72 of our 242 beds have been temporarily delicensed resulting in a total of 170.
 - Even when we begin construction, the excess space/capacity allows us to continue to meet the needs of Keswick's long-term Residents, through relocation, as well as those seeking short-term care.
 - Our active partnerships with area hospitals will continue as we support individuals who are leaving the hospital yet are not ready to return home successfully; there is no reduction in our capacity to serve this need.

- **How many beds will there be at the end of the project?**
 - Our plan and our expectation are that, once the project is fully completed, we will have the capacity to serve nearly the same number of people staying or living on this campus as we do today – in a variety of ways.
 - As included in our press release, part of our plan includes offering memory care assisted living, for which we would need approval from the state.
 - We will share more information once we go through various planning and approval processes related to the types of care and services to be provided.

Impact on Neighbors: We want to get the right information about this exciting project to as many people as possible, especially those closest to us! To help answer questions and concerns and share the good news about this project, we are actively reaching out to our neighbors. We are doing this through neighborhood association leaders, the expanded distribution of the Keswick newsletter to neighbors and businesses within .5 miles of our campus, and updates to our website.

- **Noise?** Noise is not expected to be a major issue for neighbors, as the construction is contained to the interior of the building. Work hours are expected to be 7am to 3pm.
- **Trash management?** Trash and debris will be contained on campus and removed frequently, and this will be monitored to ensure that there is no negative impact to the surrounding areas.
- **Traffic and deliveries?** Traffic and deliveries will follow our existing entrances and exits.
- **Parking Capacity?** When needed, Keswick plans to secure alternative, additional parking to accommodate our normal volume of guests, visitors, and employees, along with additional vehicles related to construction and construction workers.
- **Learn more?** Neighbors are encouraged to learn more about Keswick and what we do every day – beyond this project. There are opportunities to join Wise & Well, to become an intern or volunteer, or to join the incredible Keswick team of employees. Please visit our website at www.choosekeswick.org

We are committed to ensuring that you have all the information you need throughout this exciting journey. We will continue to provide relevant updates in a timely manner to those more immediately affected by the project, including our team members and the residents, members, guests, and visitors of the Keswick campus.

Thank you for being part of the Keswick community!