



To: Timbercrest Community
From: Christy Huiras, Chief Operating Officer
Date: August 5, 2020
Re: FAQs about COVID-19 Precautions

As communicated to you on Saturday, two Timbercrest residents received positive COVID-19 test results. Timbercrest is required to follow the guidelines established by the Indiana State Department of Health (ISDH) during this time. The following policies have been put into place by Timbercrest to best follow these guidelines. Below is a summary of frequently asked questions. While these affect residents of the Manor the most, we are sending the information to Neighborhood Homes residents in order to be informed as well.

Your adherence to these guidelines is vital to the safety and wellbeing of our community. Residents and the North Manchester Community are counting on us to be vigilant in our commitment to doing the right thing every day.

Frequently Asked Questions

What is the difference between isolation and quarantine? Isolation separates sick people with a contagious disease from people who are not sick. A quarantine separates and restricts the movement of people who were exposed (knowingly or unknowingly) to a contagious disease to see if they become sick.

Am I to stay in my room at all times if I am not under a quarantine? No. Residents who ARE NOT in a quarantine are encouraged to get out of your apartment, walk in the hallways and outside, and enjoy the use of Timbercrest's amenities. Wear your mask and keep a safe distance from others.

Am I able to walk outside if I am under a quarantine? Yes. Residents who ARE in a quarantine are encouraged to walk outside. Wear your mask and keep a safe distance from others.

How long should I wear the same surgical face mask? Please change out your surgical face mask every 3-4 days.

When should I wear a face mask? Wear your face mask whenever you are out of your apartment or when you are receiving care or assistance from a staff member. Wear it as tolerated while exercising or walking. Wear it outdoors when safe distancing from others is not possible (i.e. the shuffleboard court, etc.)

What distance is a safe distance from others? The Centers for Disease Control states safe social distancing is 6 feet or more. If you and your friend can extend your arms toward each other and touch, you are too close.

May I leave Timbercrest's campus? Manor residents must remain on campus until there are no new cases of COVID-19 within a 14-day period. Leaving for medical appointments is an exception.

May I attend a medical appointment? Yes, but first contact your medical provider and inform them of the current positive cases of COVID-19 in the Manor; your medical provider can determine (OVER)

if your visit is necessary at this time. If you are not feeling well, cancel your appointment, let the Timbercrest nursing staff know, and remain in your apartment.

May I drive to my medical appointment? Yes. Driving yourself to your medical appointment will require a 14-day quarantine. The quarantine can be reduced to 5 days if you wish to obtain a negative rapid results COVID-19 test. See nursing staff for more information.

Can my family or a volunteer take me to a medical appointment? No. Contact Timbercrest transportation for assistance.

May I eat at a restaurant when I'm out for a medical appointment? A box lunch is available from dining services to take with you to your appointment. If your appointment lasts longer than anticipated and you need to eat while out, please limit your dining needs to the drive-thru only in order to limit your exposure.

May I pick up my medications from the pharmacy? No. Inform nursing or the front office if you need staff to pick up your medications.

Can I have visitors? All in-person visitation is suspended. Visitors are able to do window visits only. If your apartment does not have an accessible window let Timbercrest staff know and we will help you find an easily accessible place for a window visit. Your commitment to this is necessary; covert outside visits will jeopardize Timbercrest's licensure with the state.

Can items be dropped off for me by my family and/or friends? Yes. Items may be left for you in the entry way of the Main Entrance with your name on your package. There is a secure mailbox for envelopes.

Are contracted workers allowed in the building? Due to the necessary nature of the work, construction contractors will continue their work in K-Wing, and contracted care providers (i.e. hospice providers, etc.) will be in the building from time to time.

Can I meet my friends for lawn visits, billiards, shuffleboard, or other games? Yes. Be responsible - wear your mask and practice safe distancing. If you are not feeling well, remain in your apartment and let the nursing staff know.

Will Timbercrest shop for my grocery and personal needs during this time? Yes, we will shop for Full Service Plan and Option Plan residents. Place your order with Program and Services as you were doing previously.

Will there be group activities planned by Timbercrest? No. Group activities are not permitted under ISDH guidelines until there are no new cases of COVID-19 within a 14-day period.

Can I go to the Chapel for devotions or EvenSong? No. Listen to Channel 2 for these services. Only those responsible for the service will be in the chapel during devotions and EvenSong.

Are Neighborhood Home residents able to enter the building at this time? Not at this time. Leave any campus mail in the mailbox in the entryway of the Main Entrance.

When will these restrictions be lifted? Timbercrest must not have any new cases of COVID-19 within a 14-day period before restrictions can be lifted. We will notify you when restrictions are lifted.