

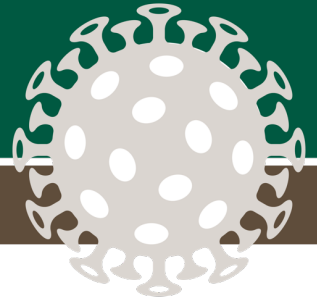
COVID-19 Resource Guide

for Baptist Retirement Homes
of North Carolina



BAPTIST RETIREMENT HOMES
OF NORTH CAROLINA, INCORPORATED

www.brh.org



FREQUENTLY ASKED QUESTIONS (FAQ's)

As of January 31st, at 5:00 p.m. EST

Items in this announcement:

1. General BRH Frequently Asked Questions (FAQ's)
2. **Specific Community** Frequently Asked Questions (FAQ's)
3. BRH Precautions Update

General BRH (FAQ's):

NEWLY ADDED or UPDATED:

As the state of North Carolina looks at "opening up", what will this look like at the BRH campuses?

In general, we are being intentionally cautious but recognizing and prioritizing certain needs of our residents. Each community has developed specific plans which are available on the page of that community.

PREVIOUSLY ADDED:

Does Baptist Retirement Homes have any positive of coronavirus?

Please refer to the individual community section.

Will staff and residents be required to wear masks?

Over the last several days, new information indicates that wearing masks will offer additional protection to the wearer of the mask as well as those surrounding them. Due to limited quantities of procedural masks, cloth masks are our best option from an infection control standpoint and have the advantage of being laundered and reused. We began requiring all team members to wear masks on Thursday, April 9 when the team member is in a common space or a resident's home or apartment. We do have community specific requirements for residents use of masks.

Are you utilizing technology to keep families connected?

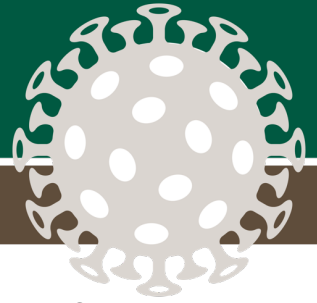
Families wishing to experience a "virtual visit" via FaceTime or Zoom should contact the home to schedule the date and time.

What are we doing to screen essential personnel that arrive on our campus?

BRH Team Members, Essential Health Care Workers and those workers responding to Emergencies are the only individuals allowed on the campus. They are screened when



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they arrive on campus using the protocols provided by the Centers for Disease Control and Prevention (CDC).

What does self-quarantine mean for a resident?

Self-Quarantine means to stay in your apartment and/or home.

Are deliveries from grocery stores, pharmacies, online purchases, USPS, FedEx, UPS, laundry, etc., still allowed?

Yes, deliveries are allowed. If you live at Brookridge in a Garden Home it will be delivered to your home, all other deliveries at all other communities will be delivered to the loading dock and then brought to your residence by a BRH team member. The activity director at your community can assist with ordering groceries by phone with your credit or debit card. No cash transactions please.

Can I order food delivery from a local restaurant?

Yes, food deliveries will be made to the Brookridge Garden Homes. All other food deliveries at all other communities will be delivered to main entrance and brought to your residence by a BRH team member. No cash transactions please.

Can I have a visitor on campus if they stay away from any common areas?

Visitors are still not allowed in skilled nursing under current regulations. For assisted living and independent living see community specific guidelines.

Can I leave the building to enjoy some outside air and beautiful weather?

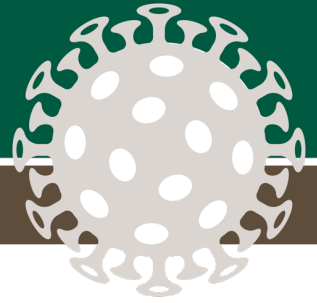
Yes, we encourage you to enjoy the fresh air. We would like you to remain on the campus and practice social distancing. The CDC currently recommends maintaining at least a 6-foot distance between individuals.

Can I visit residents in Health Care, Memory Support or Assisted Living?

No, the residents in Health Care areas are extremely vulnerable to the Coronavirus with a high mortality rate. Guidance from the Centers for Medicare and Medicaid Services (CMS) is still restricting any visitor in these areas. For assisted living and memory support please see community specific guidelines.

What will happen if an employee tests positive?

Team members will be sent home immediately and will not be allowed back on the campus for a minimum of 14 days (as per guidance from the CDC) or until their



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symptoms are resolved – whichever is longer. We will notify residents, families and all team members if any employee or resident tests positive.

What will happen if a resident were to test positive?

We are a healthcare entity so we will stay open. We will follow protocols set forth by CDC and CMS, whether that be a localized quarantine or a full campus quarantine. We will notify residents, families and all team members if any employee or resident tests positive.

Will worship services still take place?

See community specific guidelines.

Why are there still activities being provided when you said they were all cancelled?

See community specific guidelines.

What is happening with transportation?

See community specific guidelines.

Is housekeeping still operating?

Yes, Housekeeping is operating under normal hours at this time. If you would like to forego your cleaning, please contact the housekeeping department.

What is the organization doing for team members?

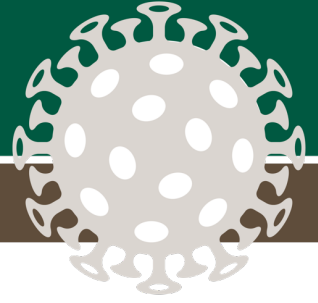
BRH has an excellent reputation because of the efforts of all our team members and they are paramount to our success and your experience at our community. We have also notified our team members that we are picking up any co-pays and deductibles if they do obtain the virus. We have created a one-time capital campaign to pay a bonus to our employees later this calendar year. The Government is continuing to address the impact on healthcare workers and we are closely monitoring their decisions.

How will families continue to be updated?

We will continue to publish updates, but the most current information will always be on our website at www.BRH.org. We also monitor daily the BRH Hotline **336-407-1594** and email inbox BRHCovid19@brh.org that we set up.



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[Are the hair and nail salons still open?](#)

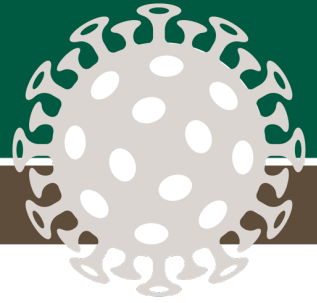
See community specific guidelines.

[How can I stay connected to my loved ones?](#)

We continue to encourage cards and letters. We are also made available opportunities to connect with your loved ones through technology via video sharing apps. Please contact your community's administrator for more details and schedule.



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Specific Brookridge Community FAQ's:

Who is a contact for questions?

Tanya Brinegar, IL Administrator

tbrinegar@brh.org

(336) 759-1044

Tatum Myers, Health Care Administrator

tmyers@brh.org

(336) 759-1044

Does Brookridge have any positive of coronavirus?

Overall, the facility has had 37 positive resident cases and 17 Positive Staff Cases since 12/17/2020. We have brought on a COVID Specializing Physician to assist with orders and symptom management for positive patients and she is also rounding on recovered patients. This week, 0 residents and 0 staff members have tested positive. We hope to keep this trend going into next week! As of Friday, 1/29/2021, there are no in house COVID positive patients. All are considered recovered.

Our second COVID Vaccination Clinic will be conducted on 2/5/2021.

What is the current visitation policy?

Visitation in the lobby is now allowed. Appointments can be scheduled Monday-Friday 7am-6pm. Screening and Masks are required for entry. Appointments can be made with Security. Weekend visitation will be limited to Facetime visitation availability. All other precautions remain in place.

What are the plans for Brookridge community to open up?

Independent Living

Independent Living is Open with a few exceptions:

Dining is reserved for Independent Living Residents only at this time.

Vespers/Bible Study: Only 10 Residents may attend

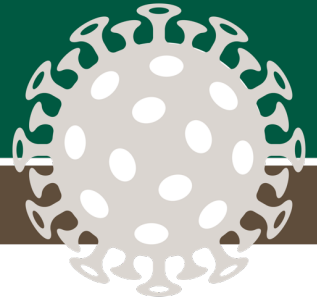
Bank: The bank is open Tuesdays and Thursdays 10am-12pm.

Pool: The pool is open 8a-4p Monday through Friday

Fitness Center: OPEN



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Beauty Salon: The beauty Salon is open Thursday and Friday. One Resident in the Salon, per appointment, at a time. One hairdresser in the Salon at a time. Please, No Waiting in the Salon.

Tours: Open for Tours by Appointment and Virtual

Travel for out of state: "Low risk areas" only – NO "Hot Spots" – Must quarantine for 14 days.

Travel international: Must quarantine for 14 days.

Vendors/Contractors: Beginning May 27: Screening required, masks, only allowed M-F from 8am-4pm in IL. Must be escorted by maintenance while on campus.

New IL Move-ins: Screening required, mask, gloves, movers must use clean (sanitized) moving pads, A-building use 1st floor entrance. B-building must use loading dock entrance. Garden Homes - screening, masks, gloves, movers must use clean moving pads.

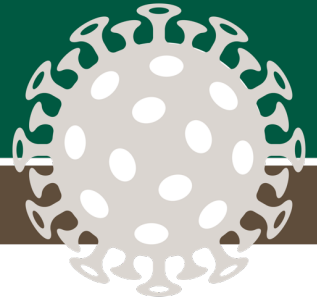
Healthcare

The Healthcare Center continues to monitor State and Federal Guidelines for reopening.

Please contact Tanya Brinegar before leaving and prior to returning to the campus. There will be a phone screen conducted before returning as well as an in-person screening upon arrival.



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Specific Taylor Glen Community FAQ's:

Who is a contact for questions?

Jane Jackson, Administrator

jjackson@brh.org

(704) 788-6510

Does Taylor Glen have any positive of coronavirus?

Our facility had one employee to test positive for COVID-19 last week. We continue to test employees, as well as residents on Healthcare and Assisted Living twice weekly. Last Thursday was the first positive case we have had in the past several weeks. Our staff continues to wear PPE for everyone's safety. We remain encouraged by our test results.

We are excited to have our second vaccine clinic on Wednesday, February 3, 2021.

What is the current visitation policy?

At this point, with the guidance from the local Health Department, we continue outdoor visitation on Health Care and Assisted Living. Appointments for visitation need to be made Monday through Friday, during business hours, at the front desk. Please make appointments 24 hours prior to visitation, in order that necessary staff can be set up to assist with the visit.

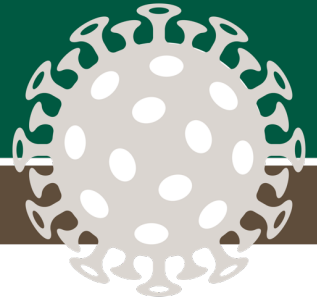
All visitors to Independent Living must first be screened at the front desk. Individuals visiting Independent Living Residents are not permitted in any common areas.

What are the plans for Taylor Glen community to open up?

After gaining input from our residents, we have developed the following plan for Independent Living Residents. This plan is subject to change or reverse depending on conditions in our Community, our County or our State. Health Care and Assisted Living changes will be based on State and Federal guidelines.

Phase I – Effective date May 26, 2020

Medical appointments off-site: Residents who must leave the community for Medical appointments will be asked to wear masks when going into common areas upon return for 14 days. 14-day quarantine will not be required after Medical appointments. Physician appointments that can be accomplished by virtual visits continue to be encouraged. The above process will also apply for Residents making trips to drive



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through Pharmacies. Weekly grocery shopping will be allowed but will require the resident(s) to wear a mask anytime they are in the common space of the community. Other travel off campus for trips for overnight stays, out of state trips, or any other out of community travel would require a 14-day quarantine.

Group Activities: Small group Activities consisting of ten or less individuals that do not require participants to touch materials during the program will resume for all residents. Sign-up sheets for each Activity will be needed to assure we do not exceed ten at each event. Masks will be recommended and Social Distancing will be practiced during the activity.

Pool/Fitness Center: These areas will open by appointment for a limited amount of time Monday through Friday; however, the Locker Room will remain closed. Appointments will be limited to two individuals in the pool and two in the fitness area. There will be intervals of 15 between appointment times to allow for appropriate cleaning. Social Distancing will be practiced. Sign-up sheets will be available for those wishing to participate.

Beauty Salon: Will be opened by appointment with no more than two residents in the shop at any time. Appointments will be spaced to allow appropriate cleaning.

Visitation: Residents may invite family and friends to visit in the outdoor area. Residents will arrange for chairs, social distancing and facemasks for residents and their visitors. Visitors will not interact with other residents on campus. Residents will notify the front desk so that they will be having outdoor visitors. The front desk will note and assure that the visitors are permitted in the gate.

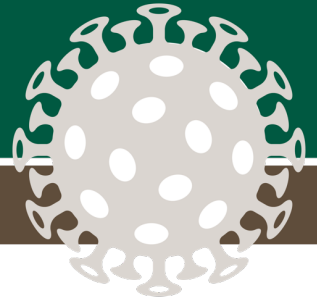
Dining rooms: The dining rooms will remain closed during this phase.

Bank: The bank will remain closed during this phase

Phase 2: Effective three weeks after Phase 1 is successfully in place- approximately June 15.

Off Site visits: Residents will increase community outings to include shopping malls and overnight stays. Residents will agree to wear masks when out and when in common areas upon returning to the community. Residents traveling internationally or in areas with high rates of Covid-19 will be requested to quarantine for 14 days upon return.

Group Activities: In accordance with state mandates, group activities will remain at ten or less individuals. Social distancing and wearing of masks will be practiced.



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Pool/Fitness Center and Beauty Salon: More residents will be allowed in these areas as long as social distancing can be maintained. Rigorous cleaning requirements will continue

Visitation: Providing there are no stricter restrictions by local health officials, residents will have one to two outside visitors per week in their apartment. All visitors will be screened prior to visiting and wear masks during the visit. Social distancing is encouraged. Visitors will be asked not to have contact with other residents in the building. The front desk will be notified when visitors will be arriving.

Dining: The Dining room will be opened with reservations at 4:15 PM and 5:30 PM. Two residents or up to four as desired may be seated at each table (couples and/or friends desiring to eat together) with six feet between tables. Reservations must be made by residents for the entire table. Dining staff will not make decisions on seating. Take out will be available and may be picked up at designated times or delivered by security.

Bank: Subject to First Citizen's approval, the bank in our community will reopen. Bank employees will be screened on each visit and required to wear a mask.

Contractors and Facility Tours: Contractors will be permitted in vacant apartments to prepare for new residents. Contractors will be screened, wear masks and escorted to the vacant apartment by staff. Contractors will not have contact with residents. Prospects interested in moving to the community may tour after being screened and will required to wear a mask. One prospect will be toured at a time and they will not have contact with residents.

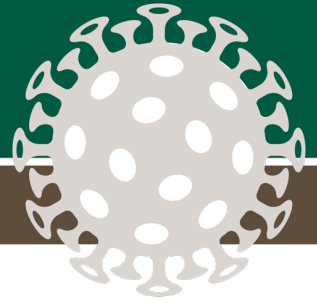
PHASE 3 Effective 4 to 6 weeks after phase 2 is successfully in place. Mid to late July

Off-site Visits: Lessen restrictions for Independent Living Residents, in accordance with local and state health officials. Wearing of masks and social distancing when off campus and in common areas when returning is required. Residents will be discouraged from attending large groups events outside of the community.

Group Activities: The number of residents participating in programs on campus as well as community outings will be no more than the number of residents where social distancing can be maintained.



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Pool/Fitness Center and Beauty Salon: Have no more residents in the areas than can be permitted with social distancing and continue rigorous cleaning after each use.

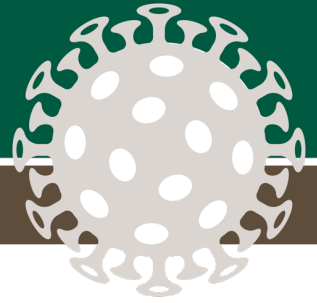
Visitation: Providing local and state health officials are in agreement with our plan, we will lessen restrictions for Independent Living Residents to allow visitors more frequently. Continue to screen all visitors and ask that they only have contact with residents they are visiting. Ask visitors to wear masks and use social distancing. Allow guest to use the Guest House and visit residents.

Dining: Providing local Health officials have no stricter requirements; Independent Living residents will continue to make reservations for dining room seating at either 4:15 or 5:30 with two or four residents per table as desired and tables six feet apart or use take out option.

Please contact Jane Jackson before leaving and prior to returning to the campus. There will be a phone screen conducted before returning as well as an in-person screening upon arrival.



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FREQUENTLY ASKED QUESTIONS (FAQ's)

Specific Western NC Baptist Homes Community FAQ's:

Who is a contact for questions?

Jessica McCollum, Interim Administrator

743-999-4036

JMcCollum@brh.org

Ally Switzer

aswitzer@brh.org

Does Western NC Baptist Homes have any positive of coronavirus?

We have recorded 29 total resident cases since the outbreak began. Only five of those still remain under quarantine. We have recorded 18 total staff cases since the outbreak began, and only one still remains under quarantine. We continue to test all residents and staff weekly. As always, we continue to monitor the situation closely, work with the health department and will provide timely updates.

We had our 2nd vaccine clinic last week with 95% of residents receiving the vaccine and those who didn't were because of being positive with Covid. Only 1 refusal in the resident population. Staff turnout was about 35% for their 2nd shot and 17% for their first shot. To date, 52% of all staff have received the vaccine. Our next clinic will take place on February 23rd.

What is the current visitation policy?

We have begun window visits for all residents as well as offering FaceTime calls.

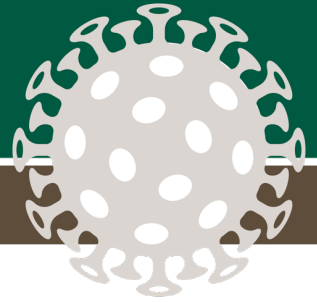
How and when will meals be delivered?

Trays are being delivered individually to each and every resident in their rooms.

Can a resident temporarily leave our community and stay with friends and family?

No, not at this time.

Please contact Chris Elmer before leaving and prior to returning to the campus. There will be a phone screen conducted before returning as well as an in-person screening upon arrival.



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Specific Taylor House Community FAQ's:

Who is a contact for questions?

Ginger Harris, Administrator

gharris@brh.org

(704) 982-4217

Does Taylor House have any positive of coronavirus?

We are very excited that the COVID-19 vaccine arrived, and we began administering it in our clinic on Saturday, January 2nd.

Taylor House has no active cases of COVID 19. Per our local Health Department guidelines, we will continue to test staff monthly to ensure the health and wellbeing of our residents.

What is the current visitation policy?

Taylor House can now allow indoor visitation. Residents may only receive two visitors at a time. Visitors must pass our screening process, wear the required PPE while in the facility, and remain at least six feet apart from the resident. We have two designated visitation rooms, which we clean and sanitize before and after each visit. Residents receiving hospice care may receive visitors in their rooms. We require a minimum of a 24-hour notice to ensure staff availability.

May residents have meals in the dining room?

Taylor House has limited communal dining at this time. Residents practice social distancing while in the dining room remaining at least six feet apart.

Does Taylor House still have group activities?

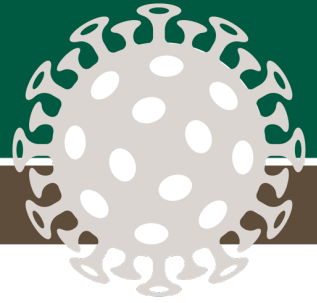
Taylor House has limited group activities. No more than nine residents may participate at a time, and all residents must remain at least six feet apart.

Does Taylor House offer chapel services?

Taylor House has resumed chapel services. No more than nine residents may participate at a time, and all residents must remain at least six feet apart.

May residents have salon services?

Salon services have resumed with the following guidelines:



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1. No more than two resident in the salon at the same time.
2. Residents will maintain a distance of at least six feet from one another.
3. Residents will wear masks while in the salon.
4. The beautician will wear a mask at all times.

Can a resident temporarily leave our community and stay with friends and family?

We no longer allow residents to leave the facility other than for emergency medical visit that cannot be taken care of in-house. Home Health staff may still visit if deemed medically necessary.

Please contact Ginger Harris before leaving and prior to returning to the campus. There will be a phone screen conducted before returning as well as an in-person screening upon arrival.