



RANDOLPH
**SENIOR
ADULTS**
ASSOCIATION

RANDOLPH SENIOR ADULTS ASSOCIATION

REOPENING PLAN

Considerations for a safe return to our Centers

RANDOLPH SENIOR ADULTS ANNOUNCES REOPENING!



To all of our loyal and PATIENT Clients, I am pleased to announce that effective on July 1, 2021 we will reopen all five of our Centers! Yes, the Archdale, Asheboro, Liberty, Randleman and Our Place Adult Day Care staffs are so very excited that we have been allowed to reopen and welcome you back “home!”

First, let me say how appreciative we are for your adapting to the new way we were forced to provide services during the pandemic. Frozen meals, 50% capacity on RCATS and Information & Options Counseling handled over the telephone are not how we wanted to provide services but quickly became necessary to protect you and our staff during COVID-19. When the pandemic came to Randolph County and we were required to close our Centers we knew that we would need to still provide—at a minimum—the basic services needed for the well-being of our Clients. Let me share a few facts with you for the time our Centers have been closed due to the virus:

- RCATS has not missed a single day of service during the pandemic! By reducing van capacity to 50%, providing Personal Protective Equipment to our Drivers and Riders, we have continued to meet your transportation needs. Trips to medical appointments, shopping, employment, Randolph Community College, vocational workshops and dialysis clinics had to continue whether there was a worldwide virus or not. We are so proud of how the RCATS Team and our Riders have adapted in order to keep the wheels rolling!
- Our Information & Options Counseling Team has continued to provide Medicare and SHIP counseling, Caregiver Support, provide box fans to those in need and to support Client needs. Most of these services were provided via telephone instead of the preferred in-person contact but Margie & Lisa have continued to provide exceptional care for their Clients! As a note, our Information & Options Counseling Team continues to be one of the top providers throughout the state of NC in the number of clients served and the dollar amounts saved by those Clients!
- Our catering partner, Golden Corral was quickly able to convert our daily hot meals into two-week supplies of frozen meals. Again, this was not our preference but it was the path we needed to take in order to continue providing nutritious meals and to reduce exposure to Clients and Volunteers. I am very proud to share with you that in the 15+ months we have been closed (March 18, 2020 to now) – we have served 125,000+ meals to our Clients throughout Randolph County. To put that in perspective, it is the greatest number of meals we have EVER SERVED over a similar period of time!

While the vast majority of our Clients have remained healthy during the pandemic I wouldn't be honest if I didn't tell you that we mourn for and miss those individuals who have passed away during this time. Please join me in lifting up prayers for those we have lost and in remembering the great memories we share of them as well. Simply said – they will be missed by all of us!

There will be changes that we have to implement to reopen our centers. New procedures; new requirements; a new way of running our Centers...and I am asking for your support in advance. We have

just gone through the worst pandemic in our lifetimes and we will need to take certain precautions for your safety and ours in order to reopen. The majority of those changes are listed in the following pages of this packet so please read this completely and let us know of the questions you may have. I would also say that it is impossible to cover every potential scenario that may occur when we reopen so, we will need to be flexible as those situations arise.

So, the staff is in their Centers; the staff is ready for your return; and with our great joy and excitement we say...

WELCOME HOME!!!

Sincerely,

A handwritten signature in cursive script that reads "R. Mark Hensley". The signature is written in dark ink and is positioned below the word "Sincerely,".

R. Mark Hensley, Executive Director
Randolph Senior Adults Association

RSAA Reopening Plan

The most important consideration for Randolph Senior Adults Association (RSAA) will be the health and safety of participants, volunteers, and staff. RSAA reserves the right to protect the health and safety of its participants, volunteers, and staff. Our Senior Center and Adult Day Care participants are part of the most at-risk population and must exercise caution throughout the reopening process ensuring strict adherence to the protocols listed within this reopening plan. Senior Center participants, Adult Day Care participants or volunteers that do not adhere to the protocols set forth by RSAA may be asked to leave until the pandemic conditions improve.

While the rules set forth within this reopening plan provide a way for centers to reopen in a safe manner, risks to participants, volunteers, and staff cannot be fully mitigated. Participants, volunteers, and staff should be fully aware of potential risks. RSAA shall not retaliate against any individual for raising concerns about COVID-19 related safety and health conditions. **All participants, volunteers, and staff must sign a Covid-19 Risk Informed Consent of Release Form provided by RSAA** (see included form). This form will also be available at each Senior Center or Adult Day Care.

Participants, volunteers, and staff should pay close attention as to whether the Centers are implementing these rules.

Program Information

RSAA staff will strive to ensure that all rules are implemented to the best of their ability.

For questions or comments regarding safety, protocols, or implementation of rules within Randolph Senior Adults Association please contact:

Senior Center/Adult Day Care Concerns: Jessica Cain, Nutrition Director

Phone: 336-625-3389 ext. 228

E-mail: nutrition@senioradults.org

Transportation Concerns: Tawanna Williams, Transportation Director

Phone: 336-629-7433

E-mail: rcatsdirector@senioradults.org

General Concerns: Mark Hensley, Executive Director

Phone: 336-625-3389 ext. 224

E-mail: executivedirector@senioradults.org

Days of Operation

Everyone is welcome back to our Centers! We encourage all participants to be fully vaccinated *before* returning to our Centers, however it is not required. (For more information on how to receive a COVID-19 vaccination, see page 12). For everyone's safety, participants will have assigned seating. All Centers will be properly disinfected and thoroughly cleaned each afternoon.

- The Harry & Jeanette Weinberg Adult REC will operate Monday-Friday 7:00am to 5:00pm (limited services)
- Information & Options Counseling (Information, Medicare assistance, Family Caregiver Program) will be available Monday-Thursday 8:30am to 4:00pm.
- Senior Centers will operate Monday-Friday from 8:00 a.m. to 2:00 p.m.
- Our Place Adult Day Care will operate Monday-Friday 7:00 a.m. to 5:15 p.m.

Entering the Senior Center

Upon entry to each Center all participants, volunteers, guests, and staff will answer a series of health-related questions (see page 11) and complete a temperature check. Center Directors will maintain a written log of all participants at the Center. Please be patient as Center staff logs each participant or volunteer. Please allow for 6-ft of social distancing, should a line form during the check-in process.

If a participant has a fever of 100.4 F or above, has experienced symptoms, or has been exposed to Coronavirus the participant will be asked to leave. It is recommended that the participant be tested for Coronavirus. If the individual has tested negative for COVID-19 (SARS-CoV-2), or if not tested, the individual has been fever-free for up to 72 hours without fever-reducing medication, the individual may return to the center.

COVID-19 symptoms do not always include fever. If a participant is experiencing symptoms of Coronavirus to include any of the following symptoms: chills, repeated shaking with chills, muscle pain, headache, sore throat, and/or new loss of taste or smell it is recommended they be seen by their physician.

RSAA reserves the right to protect the safety and health of its participants, volunteers, and staff. If a participant or volunteer receives a positive COVID-19 test result, it is required they notify the Center Director, Nutrition Director, or Executive Director as soon as possible. RSAA will refer the participant to the Randolph County Public Health for guidance. Further instructions will follow.

Daily Health Check

Prior to entry to the Center each day all participants, volunteers, and staff will confirm they have not experienced COVID-19 symptoms including cough, shortness of breath, or any of the following symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Participants, volunteers, and staff are asked to stay home if they feel sick or have been in recent contact with someone with COVID-19 symptoms.

Signage

RSAA has posted signage within the Centers to assist with proper social distancing protocols. Participants are asked to follow the recommended guidelines to ensure a safe and healthy experience for everyone.



Personal Protective Equipment

All Centers are equipped with face masks for participants, volunteers, and staff. **All Clients and Staff who interact with Clients will be required to wear a mask when together.** Masks must completely cover the nose and mouth at all times, except while eating or drinking. Participants, volunteers, and staff may use their own face covering instead of a mask provided by RSAA. Face shields are an acceptable alternative.

Due to senior adults being included in the high-risk population, participants are encouraged to participate in virtual activities/events only if they do not feel comfortable attending the Center. If a participant chooses not to attend the Center arrangements can be made for curbside pickup of frozen meals or a daily hot meal. Meal arrangements must be made in advance by contacting the Center staff.



RSAA will provide gloves for staff and volunteers. Gloves must be worn during meal distribution and at other times as necessary.

Hand Washing and Sanitation

Staff must wash hands before serving meals, after each bathroom trip, when hands are soiled, and when necessary.

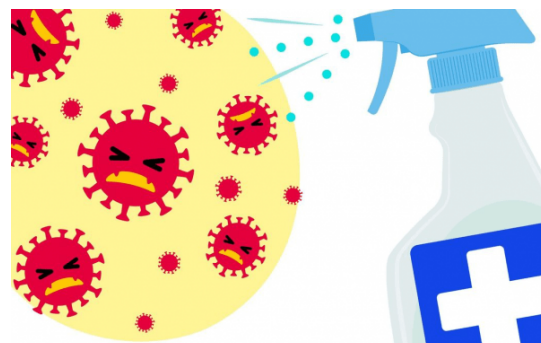
RSAA will provide hand sanitizer at the entrance and common areas of each Center. RSAA encourages participants and volunteers to wash hands frequently and use hand sanitizer.

The best practice for handwashing is to wash hands with soap and water for at least 20 seconds.



Disinfecting/Cleaning Plan

RSAA staff and volunteers will be responsible for disinfecting and cleaning Centers periodically throughout the day and at the end of the day. Staff are trained to follow strict disinfecting procedures and required protocols set forth by local health department regulations. RSAA will follow federal guidelines set forth by CDC and Randolph County Public Health on specific disinfecting products that shall be used.



Restrooms

Restrooms will be cleaned and disinfected frequently throughout the day and hourly during the busy times. Participants, volunteers, and staff are required to wash hands thoroughly after each visit to the restroom. Participants should notify Center staff if a restroom requires cleaning.

Wheelchair/Ambulatory Assistance

Gloves are strongly recommended for staff assisting participants with wheelchairs or providing assistance. Staff must wash hands or utilize hand sanitizer after each participant is assisted.

RCATS Transportation

Regional Coordinated Area Transit System (RCATS) will continue to assist with transporting participants to Senior Centers and the Adult Day Care. However, due to COVID-19 restrictions modifications will be made indefinitely.

- Due to social distancing requirements, RCATS is operating vans at 50% capacity. RCATS may need to make multiple trips to get participants to Centers. Some participants may need to be dropped off earlier and some later. This also applies to return trips.
- All participants using transportation must comply with the current community transportation guidelines. These guidelines require all riders to wear a face mask and be 6-feet apart.
- Participants will not be allowed to board an RCATS van if they are running a fever; if they have tested positive for Coronavirus or been in direct contact with anyone that has tested positive for Coronavirus.



Senior Center Activities

Activities offered at each Senior Center and the Adult Day Care are under RSAA's discretion and their ability to offer activities while adhering to guidelines and protocols to ensure the safety of participants and staff. Center Directors will determine their ability to comply with the guidelines and to ensure proper social distancing. Participants must continue to follow social distancing guidelines during all activities at the Center.

Participants must sit in the clearly designated seating areas to ensure social distancing.

Each center will have individual arts and crafts kits, pencils/pens, BINGO cards, etc. to limit exposure and to avoid multiple use.

Personal protective equipment, such as gloves, may be required during activities. Various activities may require individuals to sign up in advance to limit the number of participants.

Activity times may be limited to decrease exposure time. Group activities may be held outdoors (or virtually) to allow for proper social distancing.

During presentations, group discussions, or lectures Center staff will provide materials to each participant. Single use pens and/or pencils will be used.

Fitness equipment must be sanitized by each participant before and after each use.

To limit exposure RSAA staff will serve snacks, coffee, meals, etc. to Center participants. **Participants should not serve themselves.** Staff will be required to wear gloves when serving. Sugars, sweeteners, creamers, and condiments will be provided in individual packets and will be available upon request. A new cup will be provided for each coffee refill.

Please be patient as the Center staff serves each participant.

Frequently Asked Questions

What if I feel sick or I'm experiencing COVID-19 symptoms?

Participants, volunteers, and staff **must** stay home if they feel sick or are experiencing any COVID-19 symptoms. If a participant has been exposed to Coronavirus outside of the Center they are encouraged to seek assistance from the Randolph County Public Health to determine when to return to the Center.

What if someone contracts Coronavirus?

If a participant or volunteer has contracted Coronavirus or has received a positive COVID-19 test result, notification to the Center Director, Nutrition Director, or Executive Director is required. RSAA will take precautions and determine a plan of action regarding Center closure and notification of exposure.

If a participant has tested positive for Coronavirus, they must follow guidelines set forth by Randolph County Public Health and/or their physician. Before returning to a Center, it is required that: Participants remain fever-free for 24 hours (without the use of fever reducing medications); Allow for a minimum of 10 days since the symptoms began and all symptoms have improved.

How Can We Limit Exposure?

Participants, volunteers, and staff must follow proper social distancing protocols as set forth by the State of North Carolina. Signage is in place at the Centers to ensure proper social distancing. Participants should not gather in congregated areas. The layout of the center will ensure that chairs, tables, etc. are properly distanced.

Participants and volunteers must not enter staff offices unless asked to enter by the Center Director or Center Assistant. If a non-urgent need arises during busy times it may be best to schedule a time to speak with a staff member.

To the greatest extent possible, RSAA will ensure that participants do not share equipment. If equipment is shared, it must be disinfected after every use.

We look forward to your return!

We look forward to seeing all participants and volunteers in person. The successful reopening of RSAA will depend on all participants, volunteers, and staff doing their part to ensure everyone stays safe. The staff of RSAA is committed to ensure that all locations, transportation, meal services, and activities are fully executed in the safest way.

We appreciate your willingness to be committed to the safety of yourself and others.

Health Questions and Symptom Screening Checklist

1. Have you had close contact (within 6 feet for at least 15 minutes) in the last 14 days with someone diagnosed with COVID-19, or has any health department or health care provider been in contact with you and advised you to quarantine?
 - ☐ Yes
 - ☐ No
2. Do you have any of these symptoms?
 - ☐ Fever
 - ☐ Chills
 - ☐ Shortness of breath or difficulty breathing
 - ☐ New cough
 - ☐ New loss of taste or smell
3. Have you been diagnosed with COVID-19?
 - ☐ Yes
 - ☐ No

If you have been diagnosed with, have symptoms of, or have been exposed to COVID-19, you should stay home, stay away from other people, and call your doctor or local health department.

Fully vaccinated people (i.e., at least 2 weeks after getting their second dose in a 2-dose series or one-dose of a single-dose series) with no COVID-like symptoms do not need to quarantine following an exposure to someone with COVID-19.

If you are diagnosed with COVID-19 or have had symptoms, you can return to our Centers when you can answer YES to ALL three questions:

- ☐ Has it been at least 10 days since you first had symptoms?
- ☐ Has it been at least 1 day since you've had a fever (without using fever reducing medicine)?
- ☐ Have your other symptoms improved?

If you have been diagnosed with COVID-19 but do not have symptoms, you can return when 10 days have passed since the date of your first positive COVID-19 test, assuming you have not subsequently developed symptoms since your positive test.

If you have had a negative COVID-19 test, you can return once you have no fever without the use of fever-reducing medicines and have felt well for 24 hours.

If a participant has been determined to have been in close contact with someone diagnosed with COVID-19, they can return to our Centers after 14 days since the last known contact, unless they test positive. In which case, criteria above would apply. The participant must complete the full 14 days of quarantine, even if they test negative. Local health departments may provide alternative options to reduce the quarantine period. People who need to quarantine should follow the recommendations of the health department.



**1ST DOSES:
THURSDAYS**

**2ND DOSES:
FRIDAYS**

**PFIZER - 12 YEARS
AND OLDER**

DRIVE THRU CLINIC

**CALL 336-365-6110
TO SCHEDULE AN
APPOINTMENT**

Randolph County Public Health
2222-B South Fayetteville St
Asheboro, NC 27205

For those who are deaf or hard of
hearing (TTY) call 336-318-6201

