

CORONAVIRUS SERVICE UPDATE - APRIL 2, 2020

Dear Residents:

There are currently no confirmed cases of COVID-19 at Panorama. Be sure to watch the most recent edition of "Inside Panorama" as well as Panorama TV's new show "News with Lu" to learn more about Coronavirus precautions and changes on campus. If you are having difficulty coping with these changes or have any needs not being met, please call your Social Services Advisor at x7557 or email socialservices@panorama.org. Thank you for joining in our efforts to keep yourselves and your neighbors safe.

NEW UPDATES:

CAMPUS VISITORS

Our first priority is the safety and well-being of our residents. Because the virus can be transmitted by people not showing symptoms, we find it necessary to further clarify our visitor policy.

- **No visitors are permitted anywhere on campus. This includes family and other guests.**
- Only Essential Service Providers (caregivers and housekeepers) may enter resident homes. All Essential Service Providers must be screened in the Auditorium Lobby (Campus Screening Center) between the hours of 9:00 am and 5:00 pm, seven days a week. For after hours screening call the Urgent Response Aid at 360-413-6000.

CAMPUS CONSTRUCTION PROJECTS

Even though construction at Panorama meets Governor Inslee's exemptions of the Stay Home, Stay Healthy order, we are temporarily suspending construction on the following projects until the Governor lifts his orders.

- Assisted Living Construction Project
- Willow Lane Construction Project
- Apartment Renovations

It is important to keep our contractors in business and working on some projects to maintain census. Since social distancing is still possible within our unoccupied homes on campus, we will continue with these renovations as planned. Our contractors are screened every morning before they begin working.

RESIDENT PAYMENTS

- If you currently pay your monthly bill utilizing ACH (electronic payment), please continue to do so. Service is not impacted.
- All other Independent Living residents may send checks via US mail.

PREVIOUS UPDATES STILL IN EFFECT:

GROCERY DELIVERY

- We have temporarily discontinued grocery bus service.
- Call the Switchboard (x0) or email groceries@panorama.org if you need assistance with groceries.

HOW DO I STAY INFORMED?

This Service Update format continues to be our official method of communication.

All past and future updates can be found on Kya. Checking Kya is the best way to stay informed.

For those not on Kya, you can find up-to-date information by:

1. **Calling x7777.** You can listen to a recording of highlights from the most recent Service Update.
2. Watching **"Inside Panorama"** on Channel 370.
3. Checking the **Readerboard** for highlights from the most recent Service Update.

We are committed to communicating in a timely and effective manner. Misinformation causes confusion and fuels fear especially during an unprecedented time like this. If you hear rumors, please confirm with staff before passing it along.

ACCESS TO THE APARTMENT BUILDINGS

- All doors to the three apartment buildings are locked **at all times** and residents of the building will need their key to gain entry. Egress is still possible at all doors.
- Only building residents and Essential Service Providers (ESPs) will be granted access to the apartment buildings. An ESP is defined as a caregiver or a housekeeper. **No other visitors are permitted. This includes family.**
- All ESPs will need to go to the Auditorium Lobby for screening between the hours of 9:00 am and 5:00 pm, seven days a week. They will be allowed access to the apartment buildings following screening.
- **For after hours visits:** Caregivers working outside of the 9:00 am - 5:00 pm time frame must check in with the on-duty Urgent Response Aid for screening. They can call 360-413-6000 24 hours a day.
- Food and grocery deliveries for apartment building residents will also be directed to the Auditorium Lobby for screening. A Panorama employee will deliver the food to your door.
- Panorama staff will facilitate all package and newspaper deliveries for building residents.

ACCESS TO PANORAMA HALL

- All doors to Panorama Hall are locked except for the entrance located in the parking lot by Puget Pharmacy.
- This entrance will be open Monday - Friday from 9:00 am to 5:00 pm for patrons of Timberland Bank and the Pharmacy only. **No other visitors are permitted.**
- Everyone entering this building is subject to screening at the door.
- Timberland Bank hours are Monday-Friday from 10:00 am to 3:00 pm until further notice.
- Puget Pharmacy hours are Monday-Friday from 9:30 am to 5:00 pm until further notice.

SOCIAL DISTANCING

We are working hard to protect our community from the risks of exposure and to do our part to prevent the spread of this virus state-wide. The most powerful effort we can make as individuals is maintaining social distancing. We **implore** you all to adhere to the following guidelines:

- **NO** gathering in common spaces
- **NO** gathering outdoors (dog park, pea patch, etc..)
- Please **stay home**
- If a visit is necessary, please stay 6 feet away from others at all times.

STAFF AND OFFICE VISITS

- To maintain social distancing, please do not visit staff offices. Feel free to call or email. We are here for you!

VISITORS IN THE CONVALESCENT CENTER AND ASSISTED LIVING

- To protect our staff and residents from the risk of exposure to COVID-19, the C&R and Assisted Living are **closed to visitors.**
- This measure is temporary and will be continuously evaluated as the global COVID-19 situation evolves.
- Our residents' ability to connect with their loved ones continues to be of vital importance and we have established ways for residents of Assisted Living and the C&R to video chat with family.

GARBAGE PICK-UP

The revised pick-up schedule for residential garbage is as follows:

- North campus (all homes north of 21st Avenue): Tuesday
- South Campus (all homes south of 21st Avenue): Wednesday
- No Monday pick-ups

SEVENTEEN51 RESTAURANT & BISTRO DINING ROOM CLOSURE

- All dining spaces are closed until further notice.
- Meal delivery is now available for lunch and dinner throughout campus. Breakfast will not be offered.
- A temporary menu will be used during this time. No beverages.
- Delivery fees are waived
- All orders will be charged to resident accounts. No cash, personal checks, or cards accepted.
- Weekly specials will be posted on Kya and the Readerboard each Friday.

CAMPUS MEAL DELIVERY INSTRUCTIONS

- To place an order call x6623.
- If you are sent to voicemail, please leave a message with the following information:
 - Name, Phone Number and Address
 - Lunch or Dinner Option Meal Choice
 - Preferred Delivery Time
- **Monday - Saturday Delivery Schedule:**
 - Lunch Delivery Times: 11:30 am, 12:00 pm, 12:30 pm. Call your order in by 11:00 am.
 - Dinner Delivery Times: 4:30 pm, 5:00 pm, 5:30 pm. Call your order in by 4:00 pm.
- **Sunday Delivery Schedule:**
 - Lunch Delivery Times: 11:30 am, 12:00 pm, 12:30 pm. Call your order in by 11:00 am.
 - No dinner delivery