



NEW HANOVER COUNTY
SENIOR RESOURCE CENTER

April 5, 2021

Dear SRC participants,

We are pleased to announce the reopening of the New Hanover County Senior Resource Center on April 12, 2021 and the Castle Hayne satellite site on April 19, 2021. It has been a long year of social distancing, staying home, and adapting services to meet your needs.

As you likely remember, in an effort to keep our older adult community safe from the spread of COVID-19, the SRC suspended in-person group activities on March 13, 2020 at 5 pm. Even though we couldn't see you in person, we sprang into action to continue delivering essential services that were safe and made a positive impact for our community. Reopening on April 12 will mark 395 days since in-person group activities were held inside the SRC, and we are all so ready for our doors to be open again.

Over the past year, our building has also been renovated to better serve you, and I think you will find the upgrades more inviting and a better utilization of our space.

In order to ensure that reopening means staying open, we are adopting protocols recommended by New Hanover County Public Health and practiced by New Hanover County facilities. To ensure we can follow the capacity limits (based on the state's current guidelines), we will be requiring participants to make a reservation for in-person activities for the time being. We are finalizing those details now and will be back in touch with you before we reopen with details on how to sign up for classes and for in-person meals.

We will continue our drive-thru meals and virtual activities and offerings, as we have done throughout the pandemic. So we hope you continue to utilize those valuable resources.

I want to sincerely thank you for your patience as we navigated the past year. You have supported the SRC and one another, and I am so proud of how we have continued to connect with many of you. I look forward to seeing you soon, and I ask for your continued patience with us as we work through all of the logistics and changes that will come with reopening.

Above all, we are ready to serve you in-person again, and for that I am grateful.

Sincerely,
Amber Smith
SRC Director



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SENIOR RESOURCE CENTER RE-OPENING FACT SHEET and PROCEDURES

The following guidelines highlight the responsibilities of employees and patrons as well as general facility operations and safety measures developed based on the recommendation of the North Carolina Department of Health and Human Services, the CDC, NC Governor's orders, and New Hanover County leadership.

SENIOR RESOURCE CENTER HOURS OF OPERATION

SRC main location at: 2222 S College Rd. Wilmington, NC
Monday – Friday 8:00 AM to 5:00 PM

SRC Satellite location at: 4544 Parmele Rd. Castle Hayne, NC
Monday – Wednesday 9:30 AM to 1:30 PM

Please visit our website at www.src.nhcgov.com for a complete list of available programming and activities at both locations. Participation is limited, and registration is required for indoor dining, fitness classes, fitness studio use, billiards, and card groups.

FACILITY SAFETY MEASURES

Face Covering:

All patrons must adhere to the New Hanover County Face Mask policy that requires citizens who enter into county buildings to wear a face covering that securely covers the nose and mouth. Face coverings are required at all New Hanover County indoor and outdoor facilities when individuals are within six feet, or cannot maintain six feet, of social distance from others. Citizens are also required to wear a face covering at our outdoor facilities when they are within six feet of others. Masks are available for those who do not have one. Face coverings should fit comfortably and must not contain offensive or divisive words, messages, or pictures.

Social Distancing:

Patrons are asked to maintain 6ft. social distancing as much as possible. Chairs and tables will be placed to maintain social distancing. Lobby seating will be limited.

Symptoms:

Patrons, staff and volunteers should conduct daily symptom self-screening before visiting our facility. Questions to ask yourself include the following. If the answer is “yes”, you should remain at home until you are fever and symptom free for at least 48 hours without any fever reducing medication.

1. Have you had close contact (within 6 feet for 15 minutes or more) with someone diagnosed with COVID-19 since your last visit?
2. Has any health department or health care provider been in contact with you and advised you to self-quarantine?
3. Do you have any of these symptoms: Fever, chills, shortness of breath, difficulty breathing, new cough or loss of taste/smell?
4. Were you recently diagnosed with COVID-19?

Any individual having COVID-19 or other contagious related symptoms will be asked to leave the facility and is encouraged to call the New Hanover County Coronavirus Call Center at 910-798-6800.

Patrons are to enter through the main automatic entry door. Participants will need to check in through the badge in system at the lobby kiosk (dining participants will sign in in the Ohana Café). Side doors should be used as EXITS only.

Touchless water bottle stations are provided throughout the building at the Senior Resource Center.

FACILITY POLICY HIGHLIGHTS

- Face Coverings are required for both in person and outdoor activities.
- Participants are encouraged to maintain 6ft. social distancing.
- Class and activity pre-registration and reservation is required.
- No shared snacks or potlucks are permitted.
- Participants are asked to arrive no earlier than 10 minutes prior to their activity. Gathering in the hall or outside a room is discouraged. All classes and programs will end at 4:30 p.m. to allow for cleaning.
- Fitness class participants must bring their own equipment such as yoga mat, weights, and water bottle. Touchless water bottle filling stations are available in the building.
- All classes and activities must adhere to their allotted time schedule to allow for proper cleaning prior to the next scheduled activity.
- Tables and chairs will be set up for each activity to maintain social distancing.
- Sanitizer wipe stations are located throughout the building for participant use. Participants using the exercise room should wipe the equipment they use before and after each use.
- If you are experiencing any COVID related symptom, please stay home and call your physician.
- COVID-19 vaccinations are encouraged, but will not be required to participate in activities at the center.

REGISTRATION PROCEDURES FOR ACTIVITIES and CLASSES

Due to building and room capacities, space is limited and registration is required for certain activities, classes, and indoor dining. Registration can be made through the new online Client Portal (must call to register for the portal), at the sign in kiosk in the lobby at the Senior Resource Center, or by phone. COVID-19 appropriate capacities have been identified for each room based upon the ability to distance patrons and are posted outside of each room. Additional time (30 minutes) has been scheduled between classes to allow for cleaning/disinfecting of each room.

Activities and Class Reservation at the SRC:

All patrons are asked to be flexible with spacing, capacity, and room availability. Registration and reservation is required for all fitness classes, use of fitness studio, billiards, card groups and other in person group activities.

Class and Activity reservations can be made through the online Client Portal, at the lobby sign-in kiosk, or by phone by calling 910-798-6450.

- All classes and programs will require pre-registration. Registration for classes and equipment will allow us to be sure that buildings are not overcrowded.
- Patrons are asked to call ahead at 910-798-6450 to register for the new online Client Portal. Please see the *How to Register for the Online Client Portal* information sheet and video on the website available April 7, 2021.
- Reservations are required for Fitness Equipment Rooms, Billiards, Card Games, and other in person activities. Dining reservations can be made at 910-798-6420.
- Programs and activities will be scaled back and limited to shorter durations, to minimize touching of the same objects, ensure social distancing can be followed, allow for as many as possible to participate throughout the day, and allow for cleaning of high touch areas in between classes and activities.

CONGREGATE DINING and DRIVE THRU MEALS

Dining Times and Locations:

There are two locations for in person dining. The Senior Resource Center main campus located at 2222 S. College Rd. will re-open for in person dining on April 12, 2021 and the Castle Hayne satellite site located at 4544 Parmele Rd., Castle Hayne, NC will re-open for in person dining on April 19, 2021. Both locations will be at reduced capacity. Information about the dates, times, and how to make a reservation are listed below.

At the **Senior Resource Center** location, there are two seating options available daily.

1st Seating Option: 10:00 to 11:45 am with lunch service from 11:00-11:45

2nd Seating Option: 12:15 to 2:00 pm with lunch service from 12:30-1:15

Each seating option includes one hour of programming prior to or immediately following your meal if you choose to participate.

Meal reservations for in person dining will need to be made by calling 910-798-6420 or sign in kiosk located in the lobby. Reservations must be made in advance, a minimum of 24 hours prior to your dining date/time.

At the **Castle Hayne** satellite location there is one seating option. Programming Monday-Wednesday from 9:30 a.m.-1:30 p.m. with lunch served from 11:15 a.m.-12:00 p.m. Reservations can be made by phone by calling 910-798-6420. Reservations must be made in advance, a minimum of 24 hours prior to your dining date and time.

Drive Thru Meals:

Due to in person dining capacity limits, drive-thru options will be available at the Senior Resource Center location, Castle Hayne Satellite, and Veterans Park locations between 12:00-1:00 p.m. Monday-Friday.

GENERAL SANITATION

There will be increased sanitation of the para-transit van, restroom facilities and all high touch areas throughout the building. Participants are encouraged to wash their hands more frequently, utilize hand sanitizer and wipe stations provided throughout the building. Additional time is implemented between classes and activities to allow NHC personnel to sanitize each room. Participants using the exercise room should wipe the equipment they use before and after each use.

Your patience and understanding is appreciated as we work to ensure our employees, patrons, and volunteers remain healthy and safe. If you have questions regarding this plan, please do not hesitate to contact the Senior Resource Center at 910-798-6400.