



To: Covenant Woods Residents
From: John Dwyer, President and CEO
Date: March 18, 2020

RE: COVID-19 (Coronavirus) and Covenant Woods' Response

As the reach of the virus broadens, Covenant Woods continues to follow the Centers for Disease Control (CDC) guidelines to prevent the spread of COVID-19 (Coronavirus). The following precautions are currently in place:

- Manor East is under quarantine, restricting non-essential visitors to health care, assisted living and memory support, allowing only medical staff and designated Covenant Woods staff.
- A screening process is in place, with visitors stopped at the guard house located at the main entrance at Lee Davis Road and Covenant Woods Drive
- All staff is being screened, and receiving temperature checks each morning.
- Residents and staff have been told the importance of contacting the clinic nurse when any of the following applies:
 - Going out of the country or on a cruise;
 - Contact with someone who has COVID-19 or any respiratory illness;
 - Signs/symptoms of a respiratory infection: fever, cough, sore throat, or shortness of breath;

Following the 15-day national shutdown guidelines for suppression of COVID-19, and effective Thursday March 19:

- The Clinic is closed to in-person visitors. Call the Clinic, 804-569-8705, to arrange for provider visits.
- The front entrance (guard house) will be manned 24 hours a day.
- Visitors will be restricted from entering campus unless they are on the approved access list. Approved access visitors will include:
 - Deliveries: packages, medication and food delivered will be left at the Manor Concierge Desk for pick up by resident.
 - Home health, hospice and companion care workers: If you are expecting a delivery notify the Manor Concierge of their name. They must report to the Clinic for screening and temperature check before coming to your residence.
 - Covenant Woods vendors: will be screened if performing work on campus.
- Family door access (FOB) will temporarily be suspended. Family and friends, if on the approved access list may drive to the Manor entrance to pick up or drop off residents. Call the Manor Concierge desk to have your ride put on the approved access list if you are expecting them. Resident must meet them at the Manor entrance. Visitors must wait in their car and will not be permitted to wait in the lobby area.

- Residents are strongly encouraged to stay on campus.
- Shuttles to grocery stores, pharmacy and medical appointments will continue but riders must adhere to seating plan regarding proper distancing.
- Campus gatherings will be limited to groups of no more than 10 people, sitting or standing no closer than 6' from each other.
- Programs will not be held in person and will be broadcast on channel 971, as possible.
- Until at least April 5, independent living dining rooms will be closed. Lunch and dinner delivery to the Manor, the Lodge and cottages will be offered for \$9.00 per meal charged to your declining balance. Lunch and Sunday brunch will be delivered between 12:00 pm and 2:00 pm and dinner between 4:00 pm and 6:00 pm. Staff will visit each residence between these hours, with a cart containing offerings of a choice of salads, soup of the day, 2 entrees with a starch and vegetable, dessert and beverage for \$9.00. You can choose to purchase lunch or dinner or both. Residents on the 30 meal per month plan will receive one meal a day. Delivery fees are waived.
- The Bistro will operate as usual from 7:00 am to 7:00 pm, serving their regular menu including breakfast sandwiches and platters available between 7:00 am and 10:00 am.
- Guest room reservations will be canceled, and no new reservations accepted for nights between now and June 1.

Please remember, residents who exhibit signs and symptoms of respiratory illness must stay home and contact the clinic nurse.

Handwashing is still one of the best ways to reduce chance of illness, along with avoiding touching your face. Hand sanitizer that is at least 60% alcohol is recommended when soap and water are not available. Please refrain from handshaking. Disinfect frequently used items like cellphones, keyboards, and telephones.

We realize this is a highly difficult and stressful time for everyone. We are a social Community and it is hard to curb that social instinct. Please know we do not relish having to institute changes to our programs and policies. I trust, however, everyone understands the importance of making the necessary changes helps position us to keep this illness from our doorstep. Please know how much we appreciate your cooperation, patience and understanding. Let us remain prayerful and hopeful that our collective efforts, both at Covenant Woods and across the country, will help us get ahead of this problem and expedite our return to normalcy as soon as possible. Thank you for doing your part.

Questions about our current practice may be directed to our IL Resident Liaison, Tara Beatty at 804-569-8175 or tara.beatty@covenantwoods.com; or to our Clinic Nurse, Shavonta McKeever at 804-569-8705 or shavonta.mckeever@covenantwoods.com.