




MEMORANDUM

TO: Manor East Residents and Responsible Parties
FROM: Carrie Davis, Administrator 
DATE: March 27, 2020
RE: Infection Control Updates

It is now day 17 of our quarantine and day 9 since we started restricting access to the campus. We are grateful for your understanding and adherence to the protocols we have put in place to provide a safe environment for all residents.

You may have heard that there is a growing number of cases of COVID-19 in Virginia, including some in settings similar to ours in the Richmond area. We continue to do what we can to minimize the possible spread of any illness on campus. In addition to restricting access to our campus, we have continued an intense cleaning process. We are also taking extra precautions cleaning our vehicles between transports and many medical professionals have increased their telecommunications to minimize in person visits when appropriate.

The local Emergency Medical Services (EMS) provider is taking additional precautions when responding to 911 calls. This includes wearing additional Personal Protective Equipment (PPE) and trying to minimize the amount of physical movement in each facility. In cases where it is appropriate, we have been asked to bring residents to the nearest entrance so the EMS professional does not have to travel through the building and potentially expose others, as they are in and out of so many facilities and homes each day. We have also been requested to offer treatment on site first, to minimize resident use of the Emergency Room(s). We will still transport residents for life-threatening situations, though other conditions we will try to treat on-site first.

We have had a good response to our offer to help with Skype and other telecommunications between residents and family and friends on Monday, Wednesday, and Friday times. Please continue to send requests directly to Lauren Marwitz at 804-569-8713 or lauren.marwitz@covenantwoods.com. Today will be the second Friday that we will be able to broadcast the Friday Night Movie, usually shown in the MPR so all can view on Channel 970. We have also been approached by a few of the performers who are still willing and medically able to perform. We will be able to screen them and have them set-up in the MPR (no audience) and broadcast those live performances. This will vary by performer and we will be updating residents weekly. The Connections will look different in April, as many of the programs will be determined week-by-week. The in-house monitor is a great place to get current information.

Other programming changes that have been introduced: Hallway Bingo has replaced traditional Bingo, and residents are happy to participate. Independent Living Volunteers are scheduling time to parade on Brooks Farm Road, waving and “performing” and holding up signs of encouragement, while

residents gather at the windows on that side of the building (social distancing observed). With the weather returning to warmer spring temperatures we will start encouraging residents to take advantage of the courtyards and offer social time and some programs (with social distancing observed) outdoors. We are working hard to provide as much consistency and normalcy as possible. We thank each resident for adapting during this time and being so supportive of each other and the staff.

Updates will continue as we have new information. At this time we are prepared to continue under the current protocol until at least April 24, 2020, as directed by the Governor. We are closely monitoring the Centers for Disease Control (CDC), Centers for Medicare and Medicaid Services (CMS), the State and Local Health Departments and government mandates and implementing protocols as appropriate. If you are interested in receiving updates like this via email, please email communications@covenantwoods.com and put "notifications" in the subject line. Please also include your name, resident contact, and if you would like to have a phone number added for quick messages notifying you of changes. Multiple family members may be added to these communication tools if you would like them to receive the same electronic communications. And don't forget to check out our Facebook page and Website for updates as well.

Stay Safe.