



MEMORANDUM

TO: Manor East Residents and Responsible Parties
FROM: Carrie Davis, Administrator CPD/ms
DATE: April 24, 2020
RE: Infection Control Updates

It is hard to believe we have been on quarantine as long as we have. Unfortunately, we have no indication when we can anticipate a change. As you may recall, Governor Northam's original stay at home order presently remains in place until June 10. While the current constraints are contributing to a lot of cabin fever, we ask family and friends to do your part to help residents by strictly adhering to all protocols we have in place. While additional restrictions imposed by the Virginia Department of Health (VDH) precipitated our having to discontinue "visiting" outside the window or door, where family and residents can wave and share smiles, it was also to eliminate the temptation to open windows or doors. More recently, the local health department directed that residents should remain in their private quarters, except as needed for meals, or exercise when they can be in the hall alone. These enhanced protocols are imposed as an added level of distancing within congregate living for further safety of all residents.

Family or friends who wish to share their smiles from afar have several options. The Google Duo calls, sending pictures to be delivered to residents, or waving from the perimeter sidewalk. We are no longer permitting guests to walk on the grass or walkways to the Brooks Farm entrance or the Memory Support entrance. Guests may walk along the sidewalk only. We appreciate your cooperation with these protocols.

Residents and families wishing to arrange Google Duo calls will want to keep the following in mind: Staff assistance is available Monday, Wednesday, Fridays (excluding holidays) from 1:30-4pm. Request for a time must be sent to Lauren Marwitz via phone at 804-569-8713 or email at lauren.marwitz@covenantwoods.com, by noon, the Friday before. And to assist with keeping calls on schedule, please launch Google Duo to your device prior to the call and be standing by at the assigned time.

Residents who receive the Richmond Times Dispatch are reminded to let Lauren Marwitz know of their subscription. Now that the carrier does not enter the building and place papers at each door, if they miscount how many papers are needed, they are not able to catch the error before they leave. Currently, the carrier leaves newspapers and a list of room numbers for distribution. Unfortunately, the numbers of papers do not always match the number of rooms on the list. And the common space papers that Covenant Woods makes available for resident access are not being included in the count. While staff can call the RTD for extra papers when they are

missing, we have no way of knowing if a resident has changed their subscription and it was not changed on the list that comes with the papers. Access to replacement papers or credit to your account cannot be managed by staff. Please let Lauren Marwitz know if you have a subscription so we can cross-check the list left each morning. We will alert you if the number of papers is incorrect and ask that you too place a call to RTD to alert them to the issue. Questions can be directed to Lauren Marwitz.

Have you participated in, or been made aware of, the fun activities that are taking place? Even with socialization limited, there are many things we have been doing to keep residents engaged. Hall Bingo has not lost its appeal. We have also had several book requests from our Manor East lending library. Last week, residents were offered hand massages and this week residents are being offered a choice of personal nail polish for manicures. Since spring is growing season, residents will be provided supplies to start growing lima beans from seed. We will be using a minimal effort approach and soaking up the warm window sun.

Realizing that Mother's Day is just around the corner (and Father's Day not much behind) we have received a few questions about what is allowed during the quarantine. All mail and packages are still being delivered to each resident. Fresh flowers or plants may also be delivered. If you are bringing the item or scheduling a delivery, please alert Lauren Duval, Social Worker at lauren.duval@covenantwoods.com, or 804-569-4208 or the Concierge so we can arrange gate access. Regular mail and package delivery services will be able to access campus to drop off items. In both cases, staff will see that the item gets to the appropriate resident. Additional questions may be directed to Lauren Duval.

One final note; as of today, we are pleased that we continue to have no cases of residents or staff being under suspicion or positive for COVID-19. We continue to place residents on strict isolation upon return from the hospital, or other outside visit, for a minimum of 14 days. If you have any questions about our approach to infection control, please contact Wilhelmina Saunders, Director of Nursing, at wilhelmina.saunders@covenantwoods.com, or 804-569-8699 or Lafon Kinchen, Infection Control Nurse Educator, at lafon.kinchen@covenantwoods.com or 804-417-9147.

Stay Safe

CAD/ms