


MEMORANDUM

TO: Covenant Woods Staff
FROM:  Emily Robinson-Endert, Director of Human Resources
DATE: April 6, 2020
RE: COVID-19 Updates

You may have noticed a change in the staff uniform over the weekend. This is in response to changes in guidance from Centers for Medicare and Medicaid Services (CMS). All staff members working in Manor East will now be wearing a mask as an added barrier even when there are no individuals with active signs, symptoms, or diagnosis on the unit. (At this time the recommendation has not been extended to independent living.) The newest guidance goes further to recommend the resident cover their face when staff is in their room. This can be done with something as simple as a tissue. In some instances, residents who come out of their rooms, are to wear a non-medical face covering.

We recently had a volunteer reach out about making non-medical masks and we are hoping they will be able to help supply some for our residents. We have also requested assistance making headbands that staff can wear with buttons to hold their masks in place, avoiding prolonged friction on the ears. If you are interested in helping with any of these efforts, please reach out to Sherry Halphen, Volunteer Coordinator, at 569-4282 or Sherry.Halphen@covenantwoods.com.

Many of you have seen on the news or in the paper the growing number of cases in the Richmond area. While we do not have any cases on campus at this time, nor do we have anyone under suspicion, we are strictly following our infection control guidelines. We also continue regular contact with the Local Health Department to discuss ways we may implement new guidance in the daily routine of residents without causing fear or anxiety. Should we have a resident or staff member diagnosed with COVID-19, our intent is to notify anyone who may have been exposed as well as letting our staff, residents and responsible parties know of the occurrence and any changes initiated.

Another change that occurred this weekend is limiting entrances for reporting to work. We now have two entrances, Manor East C-wing and Manor East Clinic. Upon entry you will be screened, and your temperature checked; if you report to Manor East, you will be issued a mask. Please observe physical distance of at least 6 feet. Your patience is appreciated.

Because the situation is fluid and changes occur almost daily, we issue a COVID-19 Daily Update to Leadership every afternoon, even on the weekends. If you have questions, I encourage you to speak with your supervisor or manager.

For several weeks we have practiced isolation for any resident returning to Covenant Woods from the hospital or a trip. If you hear that someone is on isolation, please be aware that we are following guidance from our local health department.

We understand that this is a very unprecedented situation and difficult for our staff, residents and family members. Please know we are making every effort to keep you informed of changes as they occur. Our protocol changes are often in response to new guidance, our goal is to put into action the change and then send out an update. We want to hear from you. If you have suggestions on how we can improve our communication and support you, please email me direct at EEndert@covenantwoods.com or inform your Supervisor. Please also note that AnthemEAP has a 24/7 hotline with counselors available if people are feeling anxious and would like to talk with someone. Need support? Go to anthemeap.com and enter your company code (Covenant Woods) or "EAP Can Help." Or call your EAP toll-free number at 800-346-5484.