



MEMORANDUM

TO: Manor East Residents and Responsible Parties
FROM: Carrie Davis, Administrator *CPD/ms*
DATE: May 1, 2020
RE: Infection Control Updates

The more that is learned about the COVID-19 virus, the more things change. Mid-week we were notified by the Office of Licensure and Certification (OLC) that interpretation of Centers for Medicare and Medicaid Services (CMS) and the Centers for Disease Control (CDC) recommendations to minimize exposure to the virus, now prohibits personal laundry being done by anyone outside of the facility staff. Their purpose is to have greater accountability for ensuring no variability as to the proper laundering of the clothing within the direct care environment. The abbreviated message: Covenant Woods is now required by the regulatory agencies that dictate requirements to nursing homes and assisted living facilities to launder all resident personal clothing and linens until further notice during this pandemic. Please know we have no option in these regards.

Many calls have been made to responsible parties as well as in-person visits to residents who are affected by this change. On Tuesday, you may recall I shared our plans for returning to regular billing for laundry service; please note this has changed. There will be no facility charges for laundry while under the mandate to provide the service. The length of this requirement has not been given an end date. We will keep you informed of any changes. Should residents receive any new clothing during this time, items will be laundered on the resident's normal laundry day before they wear.

On-site laundry is monitored for temperature and detergent concentrations as indicated for disinfecting in congregate living settings. It also meets CDC guidelines for disinfecting for all virus types, including COVID-19. We have heard from some residents and family members concern about potential shrinkage of materials. This is always a potential side-effect of multiple wash and dry cycles. We are not responsible for any normal shrinkage that takes place due to continued washing. We do make every effort not to place wool items in the laundry baskets. There is no indication at this time how long this inconvenience will last. If you have questions, please contact Lauren Duval, Social Worker at lauren.duval@covenantwoods.com or 804-569-4208.

We are happy to report that there are no residents or staff members on campus under suspicion or confirmed positive with COVID-19. You may have heard in the news that more guidance has been provided on what information needs to be reported to residents and responsible parties. Based on the protocol we have established at Covenant Woods; our process of reporting

will remain much the same. We will utilize our SARA messaging system and email to communicate any updates or changes. If you are not currently registered to receive phone calls or email, or if you would like to add a family member to the distribution system, please contact Michelle Sharpe, Executive Assistant at michelle.sharpe@covenantwoods.com or 804-569-8701.

This week we started distributing cloth masks to residents. Our goal is to deliver a minimum of two masks to each resident by the end of next week. Donations of masks continue to arrive and once laundered we are taking to the residents. Most have been agreeable to wearing the mask. For those that are not as excited, we continue to assist with placement and encourage them to wear. We are currently able to offer to some residents the option to eat in the dining room (one person at a table), and to participate in “hallway” programs. As the weather allows, we are encouraging residents to be outside (socially distanced) to enjoy fresh air. While outside, residents do not have to wear a mask.

As Mother’s Day approaches, Covenant Woods is looking for ways to make the day as special as possible under these circumstances. This year we will take our annual Mother’s Day Tea to the residents. On Friday, May 8, we will have “Doorway Tea” for residents. In addition to tea, all ladies will receive small gifts. We also have recently added weekly “Roaming Concerts”, presented by our talented staff. One of these gifted voices will participate in our May 8 festivities.

Thank you! We appreciate the patience and support shown by each resident, responsible party, and family member as we continue this unprecedented journey.

Stay Safe.

CAD/ms