



TO: Covenant Woods Employees
FROM: Emily Endert, Director of Human Resources
RE: 5/13/2020 COVID-19 Weekly Staff Update

Thank you for continuing to practice precautions at home and at work. It is critical to everyone's safety. This memo will repeat some previous information and provide some new. Please read the entire memo.

CHANGES:

- The flooring in Vistas and Firesides is complete and the temporary Vistas break room is back open.
- There are no changes this week at Covenant Woods regarding Phase 1 openings in Virginia on Friday. The earliest we may see changes in Independent living is next week.
- Manor East will see no change during Phase 1. You will be notified when that is possible.

SCREENING:

- There are two (2) entrances for when you first enter the building for your shift: Manor East and Lower Level C-wing. If no one is present, you must wait for a screener. Do Not walk through the building before being screened and given a mask.
- Remember to practice social distancing while waiting to be screened.
- If you leave campus during your workday, you must stop back at the Manor East entrance to have your temperature checked before returning inside.

PROTECTIVE MEASURES & ASSISTANCE:

- We follow CDC guidelines regarding masks based on job criteria, social distancing and other protective measures.
- COVID-19 testing and treatment are covered with NO cost sharing by the member if you are part of our health insurance and you meet the CDC testing criteria.
- If Covenant Woods refers you for COVID testing based on symptoms or exposure, you should make an appointment and go to the testing site as soon as possible. You may be eligible for Emergency Paid Time Off for the days your test is pending. Talk to HR if you have questions.

- CDC guidance says that for fewer than 15 minutes direct contact, the risk of exposure is very low as long as you are properly wearing PPE.
- AnthemEAP has a COVID-19 team available to take calls for questions relating to COVID-19 or discuss any personal challenges or coping issues associated with the pandemic. This is available 24/7 at no charge to you. You may go to anthemeap.com for online assistance.
- Chaplain Steve Scott will offer weekly 10-minute support programs in the MEC on Healthcare, AL Rec Room and the MPR for non-Manor East employees. Dates & Times will be posted later this week in those locations and on the E-bulletin boards. Please note that distancing must be maintained and there can be no more than 9 attendees at a single time.
- We are starting to take residents to medical appointments on a limited basis and have encouraged them to use telehealth. Independent Living residents who do go to a medical building are to self-monitor for 14 days upon their return.
- ***Do not lower your guard. We all must follow CDC guidelines to keep everyone safe. As it becomes more routine, we must keep precautions top of mind.***

MASKS:

- Please wear masks to and from the car, into and out of the building. Do not remove your mask inside.
- Remember to practice social distancing, even when both parties are wearing a mask.
- Fabric masks are to be laundered between uses. Instructions were included on the bags. If you hand wash, you may iron to increase the sanitizing effect.

REMINDERS:

- If you have questions or concerns about PPE or other safety measures, please talk with your supervisor. Suggestions are welcome too.
- A reminder that, like you, independent living residents have the choice to stay home or go out to the store and other places. We provide PPE to keep you safe when interacting with residents.

THANK YOU:

- To those who have taken on alternate duties to help other departments during this time.
- For keeping that smile on your face even though it is behind your mask. It shows in your eyes and residents and all of us appreciate it.
- We continue to receive thank you notes from residents and family members for the care and assistance you are providing to the residents, as well as gifts from our neighbors that we are sharing with everyone as appropriate.

IN RESONSE TO YOUR COVID FEEDBACK Questionnaire:

We had about a 40% response rate to the survey. Here are some highlights.

- 18% of respondents said they would like more information on how to protect themselves and their family from the virus. Your best protection is to stay home, frequently wash your hands with soap and water for 20 seconds and wear a mask if you venture outside your home for essential errands.
 - LaFon Kinchen, RN, our Infection Control Nurse is forwarding CDC precaution updates for your benefit via email. If you would like more information, please let your supervisor know.
 - Visitors who come inside the building are limited to essential needs during this time and are subject to the same screening as employees.
- 13% of those who responded said they have trouble sourcing food for their families. We have a limited food selection in the Bistro Market and are looking at other options to supplement. We will let you know when we have more information.
- 14 % of respondents said they don't have reliable childcare. We posted information about The Learning Connection on Pole Green Road and local YMCAs who are serving essential workers. It is our understanding that the YMCA may be offering discounts for health care workers. If you know of other places that have childcare openings, please tell HR so we can share. (most respondents said childcare is not applicable to them)
- 9% of respondents said they could use help with their children's homework – we don't have a solution for this but are looking into it further.

Thanks for taking the time to give us your feedback. We are open to hearing your concerns and suggestions. You may leave them in the Bright Ideas box in the Manor and Lodge, or tell you supervisor who will share with HR.

We appreciate your diligence in following the safety precautions we have in place.

That is all for this week. Stay tuned for next week's update.