




MEMORANDUM

TO: Manor East Residents and Responsible Parties
FROM: Carrie Davis, Administrator 
DATE: August 18, 2020
RE: Updates

Our COVID Update:

We have no new or active cases of COVID-19 in Manor East. We have no clusters of individuals with respiratory symptoms. Historically, we have had only one employee on health care test positive for COVID-19 in May and one employee on assisted living test positive for COVID-19 in May. Both individuals have since recovered, are symptom free, and have returned to work.

We recently had two employees in independent living test positive for COVID-19. These individuals have not been on campus since July 23rd and July 27th respectively. We have also had one independent living resident test positive for COVID-19, who has since recovered. None of the independent living cases have an impact on Manor East.

IT Disruptions:

This past Sunday, a vehicle traveling Lee Davis Road, struck a light pole which affected electrical power to the other side of the campus. Comcast also uses that pole, creating disruption in cable, internet, and some phone services on the entire campus. Nursing staff did utilize back-up procedures for documentation and services were provided as normal. Dominion Power, Comcast, and the phone company had all services fully restored shortly after 8pm Sunday night.

Outdoor Visits:

Exciting enhancements are on the horizon. In response to requests for more opportunities for in-person visits, the flexibility of those who prefer Google Duo calls, and the advancement to phase III reopening, we are making the following adjustments:

- Starting August 31, 2020, we will offer outdoor visits on Monday, Tuesday, and Thursday of each week (except holidays and as noted).
- Two visits will be held at the same time. Each resident will still be limited to *one* visitor during the scheduled visit.
- All visits will be held outside unless the temperature is too warm or heavy rain is present. If indicated, the visits will be transitioned inside.
 - Visitors will not be allowed beyond the plexiglass partition regardless of where the visit takes place.
- Each visit station will have a table and plexiglass partition.
 - The partition will have an opening where resident and visitor may hold hands if they choose.
- Additional hand hygiene will be required before sitting down at the visit station. Hand hygiene will be required when leaving the visit station.

- Visits will increase to a maximum of 15 minutes.
- Residents will only be able to schedule one outdoor visit every two weeks.
 - Residents cannot have an outdoor visit and Google Duo call in the same week.

Continued outdoor visit requirements:

- Registration will be required.
 - A new link to SignUp Genius will be emailed to the distribution list every-other Monday (starting August 24, 2020) with visits for the next two weeks (unless otherwise advertised).
 - Individuals who do not have access to email can meet with their Resident Services Representative, Lauren Duval or Tara Beatty for assistance with scheduling visits.
 - With the increased number of visits available each week, all resident contacts will receive the same invitation when they are emailed. This new schedule should allow for each resident to have access to one visit every two weeks. We will continue to monitor resident access and make adjustments as necessary.
 - If more than one registration is made for a resident in the same visit cycle, the first visit scheduled will remain and the others will be canceled. It is important for families to coordinate who will make the appointment each cycle to avoid receiving cancelations.
- Items cannot be brought into the courtyard to give to resident or staff.
 - If you are scheduling a visit for someone else, please inform them of the protocol.
 - If you would like to drop off something for the resident, please contact your Resident Services Representative for access to the drop-off table.
- Visitors who are not feeling well the day of the visit or have not felt well in the past 48 hours, *must* call to reschedule the visit.
 - Up to the day before the visit, calls can be made directly to Lauren Marwitz, Recreation Manager at 804-569-8713.
 - Notification of changes the day of the visit should be made to the Concierge, at 804-569-8000.
 - Visitors who experience signs and symptoms within 14 days after a visit should contact our Infection Control RN, LaFon Kinchen at 804-417-9147.
- Visitors should arrive via Brooks Farm Road and enter at the courtyard gate; this will be identified by a sign indicating “outdoor visits” at the walkway.
- All visitors must pass the screening to proceed to the visit.
 - This includes questions about current symptoms, possible exposure, and a temperature check.
 - Temporal temperatures must register between 96 degrees and 99.5 to be approved for entry.

Hair Care:

Haircuts began this week. Consent forms for service can still be submitted. Appointments will not be made for anyone without documentation on file. As a reminder, residents must wear a mask during the appointment. The stylist will not allow entry into the salon for anyone without a mask. Nursing staff is available to assist residents with their masks and provide extras if needed.

The number of positive COVID-19 cases in the surrounding area are on the rise. The protocols we have in place are for the safety of residents and those they come in contact. We appreciate resident and family understanding during this pandemic. Stay Safe.