




## MEMORANDUM

**TO:** Manor East Residents and Responsible Parties  
**FROM:** Carrie Davis, Administrator   
**DATE:** August 4, 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 one employee in independent living test positive for COVID-19. This individual has not been on campus since July 23<sup>rd</sup>.

So happy as I write this to be out of the tropical storm. Manor East fared much better than many and glad for the preparations we put in place ahead of the storm. Thank you to those of you who had outside visits scheduled for today that allowed us to move them to a new schedule. We made the decision to cancel based on the storm track information available and purposefully to provide notice and allow rescheduling. Once a decision is made to cancel visits for the safety of residents and others, we will notify those affected and offer alternatives. Events that have been canceled within 48 hours of the original schedule will not be reinstated. Cancellations are not made lightly and to avoid confusion, once canceled will remain canceled. We appreciate your understanding.

### **Outdoor visit schedules**

We have received questions about ‘open slots’ on SignUp Genius. There may not be many available now. We are reaching out to every responsible party who had not registered to confirm their preferences through the end of August. Any ‘open’ times are reserved for new admissions, residents who have not been able to schedule a visit due to medical condition, a family need to reschedule due to illness, or other cancellations imposed (tropical storms). We continue to investigate future options for visits.

### **Family on Campus**

Any visitor to campus, including those dropping off items, must provide and wear their own mask. Even when you are in your vehicle at the guard house you should have your mask on when communicating with Security. Masks should be worn outside whenever you are within 6 feet of another individual, and anytime you approach the building. Mask use is mandatory while on campus. We appreciate your adherence to this important safety requirement.

You can reach out with questions at any time to our Resident Services staff; Lauren Duval, Social Worker, for healthcare at 804-569-4208, and Tara Beatty, AL Social Services Coordinator at 804-417-9134. Or our HC Unit Manager, Rudy Regalado at 804-569-8093, or Sharonda Robinson, AL Manager at 804-569-8150. These contacts are recommended as the Charge Nurses and other floor staff do not have access to voice mail messages and they are not able to answer a call while providing care or medication to a resident. This leaves the distinct possibility that when you call, they may not be immediately available. Availability is very difficult to predict as their floor duties and the flow of work is highly dependent upon issues and events occurring on the respective floors and dealing with these is, by necessity, their main focus. Please call back. If you have questions about this process, please contact Wilhelmina Saunders, Director of Nursing at 804-569-8699.

Stay Safe