




MEMORANDUM

TO: Manor East Residents and Responsible Parties
FROM: Carrie Davis, Administrator 
DATE: August 14, 2020
RE: Updates

It is vitally important, if you wish to remain up to date and informed as changes to protocols and processes occur, to read these memos in their entirety. There is a lot of information and some is repetitive. However, this format is consistent with best practice for communicating COVID specific updates at the beginning. We are very fortunate that information doesn't change as it validates there are no new cases. These memos have been adopted by Covenant Woods as the method by which we communicate all pandemic-related changes that affect Manor East.

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. None of the independent living cases have an impact on Manor East.

Phase III:

We are officially in phase III of reopening. One of the biggest changes residents will note is the start of salon services. Haircuts start Monday, August 17, by appointment, with a focus on assisted living and on Tuesday and Wednesday will focus on health care. The stylist will begin booking appointments for those who have submitted the consent form and waiver for service. Any resident who does not have new forms on file cannot be seen. If you have questions, please reach out to your Resident Services representative: in health care, Lauren Duval, 804-569-4208; and in assisted living, Tara Beatty, 804-417-9134.

Outdoor Visits:

The Centers for Disease Control (CDC) and the Local Health Department (LHD) continue to recommend outside visits whenever possible for residents and guests. Some of you have experienced our hybrid outside/window visits when the temperatures got too warm outside recently. Now that we are in phase III, we have the ability to move both the resident and guest inside, as dictated by active weather. In the near future, we also plan to announce increased availability of outdoor visits in the near future. In the meantime, the following guidelines apply for current visits:

- All visits must be scheduled via SignUp Genius (those without email access may coordinate with Resident Services).
- Visitors must be screened at the Brooks Farm courtyard entrance, identified by the Outside Visits sign. It is recommended you park on Brooks Farm Road nearest the courtyard.
- Only 1 guest will be allowed during the scheduled visit.
- No items may be brought into the courtyard to give to resident or staff. If you plan to drop off any items, you must make arrangements with Resident Services.
- Visitors should call to reschedule their visit if they have any symptoms of illness, are waiting for COVID-19 test results, or have recently (48 hours) been with anyone who has had symptoms of illness or are scheduled or waiting for COVID-19 test results.
- Visitors are given a reminder at the end of their visit to self-monitor for signs/symptoms of illness and to report to Covenant Woods for tracking.

Flu Vaccine:

We are still working with the pharmacy to confirm dates for flu vaccination. To avoid confusion, we will provide consent forms once the dates have been confirmed.

Pharmacy News:

Partners Pharmacy will begin providing pharmaceutical service to residents on September 1, 2020. A separate memo will be sent to residents and responsible parties with more information.

Thanks:

I wanted to take an opportunity to express my sincere appreciation to residents, responsible parties, family members and close friends for your vigilance and cooperation. It has been a very challenging 157 days. I realize this has been a difficult and frustrating time. It has been so for Covenant Woods as well. I want to reiterate that we are keeping protocols in place due to regulatory mandates and health department recommendations. Each long term care community will be guided by their respective LHD in best practices for their locality. Now that we are in phase III, there is guidance to allow for hair care and additional guidance for in-person visits. We continue to work within those parameters to increase access. We will continue to provide regular updates (currently Tuesdays and Fridays) in addition to any other updates of an emergency nature during this pandemic.

Stay Safe.