




## MEMORANDUM

**TO:** Manor East Residents and Responsible Parties  
**FROM:** Carrie Davis, Administrator   
**DATE:** March 15, 2021  
**RE:** Additional Visitation Option: Effective March 16, 2021

With the new changes in guidance from the Centers for Medicare and Medicaid (CMS) and Virginia Department of Health (VDH) we are introducing a daily visitor option. The assisted visits scheduled through Sign-up Genius will continue to be available, even if a resident has a daily visitor that same day. However, if we have a new positive COVID-19 case among staff or residents, we will only be able to offer outside visits.

The information below will outline each type of visit which will include how to schedule and where to be screened. For all inside visits, we do offer the opportunity for rapid/POC COVID-19 testing. Infection control protocol must be maintained during all visits and failure to do so may result in individuals having limited access to visits.

### **Daily Visit (new):**

- Each fully vaccinated resident who is not on isolation, may have one visitor per day.
  - Visitors will be screened at the screening station on Brooks Farm Road and must arrive between 10 am and 6:30 pm.
  - This is a first come, first visit process like what is practiced at local hospitals. Once the screener has approved a visitor for access, no one else will be approved for that calendar day.
- The screening process will include the COVID-19 screening (including temperature) and agreeing to the infection control protocol. All guests will have the option to have a rapid/POC COVID-19 test.
- Once screened, visitors will be directed to drive through the campus to the Manor East entrance.
- Visitors will be escorted to the resident's room.
- Visitors must remain in the resident's room unless they have planned with staff to take resident outside or off campus.
  - Access to restrooms will be in the Manor near the Bistro.
  - Guests can purchase carry-out items from the Bistro.
  - Manor East residents do not have access to the Bistro or other inside areas of campus.
- Residents who receive a visit under this process may also register for an assisted outside visit or Google Duo call.

### **Compassionate Care Visits:**

- Residents eligible for compassionate care or their responsible party will identify who should be granted visit privileges.
- Only individuals on the approved visit list will be allowed access to campus and they must be screened.
  - Screening will take place at the screening station on Brooks Farm Road between 6:30 am and 7 pm Monday- Friday, and 9 am to 7 pm on the weekends.

- Visitors should report to the Main Gate when Brooks Farm Road is closed. (Screening will take place at the Manor East entrance if access is granted.)
- The screening process will include the COVID-19 screening (including temperature) and agreeing to the infection control protocol. All guests will have the option to have a rapid/POC COVID-19 test.
- Once screened at the Brooks Farm Road location, visitors will be directed to drive through the campus to the Manor East entrance.
- Visitors will be escorted to the resident's room.
- Only two visitors at a time are allowed in the resident's room.
- Visitors must remain in the resident's room.
  - Access to restrooms will be in the Manor near the Bistro.
  - Guests can purchase carry-out items from the Bistro.
- Residents receiving compassionate care visits do not utilize other visit processes.

### **Outside Visits and Google Duo Calls:**

- Residents may have one (1) assisted visit or call per week.
- Registration will be made through SignUp Genius.
  - If more than one registration is made in the same week, the first registration will be honored, and all others will be canceled.
    - An automatic notification will be sent when cancelations are made.
- Outside visits may include two (2) guests at the scheduled appointment.
- Guests will report to the Courtyard entrance on Brooks Farm Road for screening.
- The screening process will include the COVID-19 screening (including temperature) and agreeing to the infection control protocol.
- Fully vaccinated residents may have physical touch during the visit and may not be required to have an additional plexiglass barrier on the table during the visit.
- When the ambient temperature is below 50 degrees, visits will be move to the adjacent recreation room.
- If there is a need to cancel visits due to a staff or resident identified with COVID-19, or a county positivity rate above 10%, or the individual resident is on isolation; all visits will automatically be converted to a Google Duo call.
- If a Google Duo call is scheduled, the guest should have the app downloaded to their phone prior to the visit.
- Visits/calls will be for no more than 15 minutes and start/finish at the time indicated on the registration.
- These visits do not affect fully vaccinated residents' ability to have a daily visit.

### **Resident Pick-up or Request to Drop-off Items:**

- These arrangements should still be made with the resident services representative during regular business hours or the Charge Nurse after hours and on weekends.

Questions should be directed to the resident services representative for the resident. On healthcare contact Lauren Duval, Social Worker at 804-569-4208; and on assisted living contact Tara Beatty, AL Social Services Coordinator at 804-417-9134.