

Manor East Visitor Protocol: *(Manor East includes Assisted Living, Memory Support and Health Care)*

We will follow CDC, CMS and Local Health Department guidelines.

- Residents without signs or symptoms of illness can visit freely on campus.
- Visitors are encouraged to meet with residents in their rooms or a reserved space if visiting in health care or assisted living.
- It is recommended that anyone who meets the following criteria postpone their visit. Anyone meeting the following criteria and planning to visit **must** contact the Infection Control Nurse at 804-417-9147 prior to their visit:
 - Anyone exhibiting symptoms consistent with COVID, Influenza or RSV
 - Anyone who has a current positive test result,
 - Anyone who has been exposed to someone with COVID, Influenza or RSV
 - Anyone who is awaiting results of a COVID Influenza or RSV test, or
 - Anyone who is otherwise is not feeling well.
- Point-of-Care COVID tests are available and should be requested through the Infection Control Nurse in advance of arrival.
- All visitors must report any illnesses that occur within 5 days of your visit to the Infection Control Nurse at 804-417-9147.

Mask Requirement:

- All visitors (age 3 and older) to Manor East, regardless of vaccination status, must wear a properly fitting mask when not in the residents' room and adhere to the following protocol.

Access to Campus:

- Between the hours of 8am and 8pm, visitors to assisted living and health care, without a Covenant Woods issued, personal ID badge, should enter at the main Covenant Woods entrance and register with the Concierge. Visitors to Memory Support should enter through the outside Memory Support entrance at all times.
- Visitors are encouraged to enter at the guard house. The gate will be open from 7am to 8pm.
- Visitors with a Covenant Woods issued personal ID Badge will be allowed entry at the gate from 8pm to 7am.
- All other after hour visitors should arrange to be added to the approved access list in advance of their arrival and ring for assistance at the gate.
- After 8pm, if security or staff is not at the Manor East entrance when you arrive, please press the button on the alert box between the doors.

Visitor Mobility:

- Social distancing should be observed. Visitors may spend time with residents in common spaces when visitor and resident are wearing a properly fitting mask.

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- Frequently wash hands or utilize hand sanitizer.
- Residents may entertain as many visitors during the day as they prefer and may have multiple visitors in the room at the same time if it is not contraindicated.
- Visitors may not eat with residents in the Manor East dining rooms. Private dining areas can be reserved through the social services department (contact information is on the next page).
- Visitors above 3 years of age must wear a mask. A resident and their guest(s) may choose to remove their masks only when in the resident's personal residence or in a privately reserved space.

Residents in Quarantine:

- General infection control questions may be made to Rachael Blaser, Infection Control RN at 804-417-9147 or rachael.blaser@covenantwoods.com.
- In-person visitation is permitted with added precautions.
 - Additional PPE will be provided along with instructions on how to use
 - The number of visitors in the room may be limited.
- Virtual visits (Google Duo Calls) can be arranged upon request.
 - For healthcare, contact Luciana Gaither, RN, HC Nurse Manager at 804-569-8093 or at luciana.gaither@covenantwoods.com.
 - For assisted living, contact Sharonda Robinson, LPN, AL Unit Manager at 804-569-8150 or at Sharonda.Robinson@covenantwoods.com.

Questions about visitation options for residents in healthcare should be directed to Lauren Duval, Social Worker at 804-569-4208. Questions about visitation options for assisted living residents should be directed to Sharonda Robinson, Assisted Living Manager, at 804-569-8150, or Tara Beatty, Memory Neighborhood Manager at 804-417-9134.

Failure to adhere to the protocol will result in visitation restrictions.