

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

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

- 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.
 - **Individuals must wear a properly fitting mask at all times if visiting campus for at least 10 days after symptoms or exposure.**
- 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.
- Residents without signs or symptoms of illness can visit freely on campus.

Mask Requirement:

- Unless otherwise posted; masks are optional and should be provided by the visitor.

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 is recommended.
- Frequently wash hands or utilize hand sanitizer.
- Visitors may accompany residents in common areas as long as visitor is not experiencing signs and symptoms of illness.

Community Transmission Rate is High:

- Staff/Volunteers/Vendors/Visitors above the age of 3, regardless of vaccination status, must wear a properly fitting mask.
- Testing will be required for all new admissions and any resident returning to campus after a 24-hour or more leave of absence.

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.

Updated: May 12, 2023