

## **Manor East Visitor Protocol:**

### **Manor East includes Assisted Living, Memory Support and Health Care**

**There has been positive a COVID case identified in the Memory Support Neighborhood of assisted living. The following protocol is in place in the Memory Support Neighborhood:**

- Residents will be issued surgical masks and encouraged to socially distance from others.
- Staff and vendors will utilize N95 masks and limited to essential service.
- Visitors over the age of 3, must wear a surgical mask or higher and may only visit in the resident's room.
- Frequently wash hands or use hand sanitizer.
- Anyone unable to wear a mask or vulnerable to infection should consider postponing their visit.
- Questions may be directed to Sharonda Robinson, LPN, AL Manager at 804-569-8150 or [Sharonda.robinson@covenantwoods.com](mailto:Sharonda.robinson@covenantwoods.com); or Tara Beatty, MSG, Memory Support Neighborhood Manager at 804-417-9134 or [tara.beatty@covenantwoods.com](mailto:tara.beatty@covenantwoods.com).

**It is recommended that anyone who meets the following criteria postpone their visit to any part of Manor East:**

- 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 Director of Nursing prior to visit.

**Mask Requirement for Manor East outside of the Memory Support Neighborhood:**

- Unless otherwise posted; masks are optional.

**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.

**Updated November 17, 2023**

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#### **Visitor Mobility in Areas other than the Memory Support Neighborhood:**

- Frequently wash hands or utilize hand sanitizer.
- Visitors may make reservations to eat with residents in the Manor East dining rooms by contacting Christina Berry, Clinical Nutrition Manager, at 804-417-5113.
- Private dining areas can be reserved through the social services department (contact information is below).

#### **Residents in Quarantine:**

- General infection control questions may be made to LaFon Kinchen, RN, Director of Nursing at 804-929-3427 or [lafon.kinchen@covenantwoods.com](mailto:lafon.kinchen@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](mailto:luciana.gaither@covenantwoods.com).
  - For assisted living, contact Sharonda Robinson, LPN, AL Unit Manager at 804-569-8150 or at [Sharonda.Robinson@covenantwoods.com](mailto: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 Coordinator at 804-417-9134.

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