

Manor East Visitor Protocol:

Manor East includes Assisted Living, Memory Support and Health Care

There have been positive COVID cases identified in Manor East.

The following protocol is in place in Memory Support and Health Care C-Wing:

- 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.
- Visitors 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; or Tara Beatty, MSG, Memory Support Neighborhood Coordinator at 804-417-9134 or tara.beatty@covenantwoods.com; or Luciana Gaither, RN, HC Nurse Manager at 804-569-8093 or at luciana.gaither@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.

Masking Recommendations for Assisted Living and Health Care A-wing:

- Masks are optional.
- It is recommended that if you are unable to wear a mask or vulnerable to infection that you postpone your visit or utilize a Google call format.

Masking Requirements for Assisted Living and Health Care A-wing:

- If you are visiting a resident on isolation or on observation, use of masks is required.

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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 in Assisted Living and Health Care A-wing:

- 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.
- 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 Coordinator at 804-417-9134.

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

Updated November 30, 2023