

Manor East Visitor Protocol:

Manor East includes Assisted Living, Memory Support and Health Care

Visitor masking is optional, unless visiting someone on isolation or observation.

Please see nursing if you have questions.

The following protocol is in place if visiting someone positive for COVID, RSV or Flu:

- Residents will be issued surgical masks and isolated to their room.
- Visitors, over the age of 3, must wear a surgical mask and use additional Personal Protective Equipment, which will be provided along with instructions on how to use.
- Visitors may only visit in the resident's room and the number of visitors may be limited.
- 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 Darchelle Anderson, RN, Infection Control Nurse Educator at darchelle.anderson@covenantwoods.com or 804-659-8469.
- 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.

The following protocol is in place if visiting someone exposed to COVID, RSV or Flu:

- Residents will be issued surgical masks to wear outside of their room and will eat meals in their room while on observation.
- Visitors, over the age of 3, must wear a surgical mask or higher.
- Frequently wash hands or use hand sanitizer.
- Questions may be directed to Darchelle Anderson, RN, Infection Control Nurse Educator at darchelle.anderson@covenantwoods.com or 804-659-8469.

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.

Updated February 5, 2024

Manor East Visitor Protocol:

Manor East includes Assisted Living, Memory Support and Health Care

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, prior to your visit, through Darchelle Anderson, RN, Infection Control Nurse Educator at 804-659-8469 or darchelle.anderson@covenantwoods.com.

Unless otherwise posted, 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.

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 for Manor East:

- Frequently wash hands or utilize hand sanitizer.
- Visitors may make reservations to eat with a resident in the Manor East dining rooms by contacting Christina Berry, Clinical Nutrition Manager, at 804-417-5113.
- Reservations for private gatherings can be arranged through Social Services.

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

Updated February 5, 2024