



What Manorhouse Residents, Families and Employees Need to Know About Our Response To COVID-19 (SARS-CoV-2)

As the global outbreak of COVID-19 (novel **coronavirus**) continues to unfold, please be assured that the health and safety of our residents and team members remain our number one priority. Manorhouse Management takes our responsibility to support seniors and their families very seriously, and we are especially committed to continuing to do so during this time. Please check back frequently for updates to be provided by our management team, and if you aren't receiving weekly emails from our Executive Directors, please email Jim Bonnell (jbonnell@manorhouseretirement.com) to be added to that distribution list.

We are pleased to report that we do not have any positive cases at our communities. We have worked closely with the Department of Health as they have reviewed all of our precautionary measures to ensure the safety of our residents and employees. If we were to have a positive case with one of our residents or employees, we would immediately report the positive result to the Department of Health and the appropriate state licensing agencies and will follow their recommendations closely. Testing of 100% of our residents and employees at all of our locations has been completed and we are very pleased to report that there were no positive cases identified.

We continue to follow CDC/State recommended protocols, limiting all visitors to essential healthcare providers and/or compassionate care/end of life circumstances, embracing modified communal dining, and carefully evaluating large group activities and programs within the community. We are also continuing the enhanced protocols, requiring all employees in our communities to wear masks at all times and the added quarantine period for all new move-ins or any residents returning from an overnight stay out of the community. The quarantine period will last until we can obtain a negative COVID-19 test result or up to 14 days.

Although difficult, we are not able to relax practices or service restrictions currently in place. All residents are encouraged to continue to practice cautionary isolation and self-quarantine as recommended by health officials. We ask residents to maintain a safe social distance, avoid social gatherings, restrict travel outside of the community, and take advantage of today's technology to remain connected.

Please continue practicing good personal hygiene and infection control by washing your hands and using hand sanitizer, wiping down high traffic work and personal areas and covering your mouth when you cough and sneeze. Avoid touching eyes, nose, and mouth. **Please also remember to practice "physical distancing" of not less than six feet from other individuals.**

These precautions continue to be necessary, and we ask for your cooperation, support, and understanding as we respond to this constantly evolving situation. These restrictions will be in place until additional guidance is provided by health authorities. As additional information develops, Manorhouse Management will revise these protocols as needed.



Please review the following list of practices that remain in place:

All Manorhouse Residents:

Dining

- Except for special events where social distancing can be observed (e.g. outdoor barbeques in the courtyard), all communal dining has been modified to include smaller numbers and safe social distance rules.
- **Each community has implemented in-room meal delivery service for residents that prefer to enjoy their meal in their own apartment.**

Events, Programs, and Activities

- All large group activity programs are suspended until further guidance from health authorities
 - Team members continue to work with residents to create self-directed programs for those who are interested.
 - Activity staff are also working with residents and their families to coordinate video chat sessions to stay connected.
- All fitness, wellness, creative arts and library spaces have limited access. The number of residents is limited to how many can utilize the space while keeping a safe social distance of 6 feet or more.

Housekeeping Services

- Housekeeping services for Assisted Living and Memory Care may be modified if a positive case is identified. Regular cleaning and sanitization will continue.
- Team members will be focused on sanitizing high traffic and community areas.

Clinical Visits, Medical Appointments, and Physical Therapy Services

- If you are ill and need support from our healthcare team, please follow community procedures and contact the appropriate nursing team member who will work with you to determine the best course of action.
- Should you have a routine or scheduled medical appointment outside of the community, please contact your provider — many providers are currently deferring these visits. If your physician offers a telehealth visit and you need assistance to make that possible, do not hesitate to contact your nurse manager to facilitate.
- All medical transportation provided by the communities will be suspended until further notice, unless authorized by the Executive Director and nurse managers.
- Please call your Physical, Occupational, or Speech Therapy provider to confirm appointments as schedules are being adjusted to meet our visitor access and cleaning guidelines.

Reminder for Team Members:

- **Protective masks must be worn at all times when at the community**
- **Please practice physical distancing when not at work and use proper precautions while interacting with residents and fellow team members**
- If you are ill, please reach out to your supervisor and do not come to work



- Manorhouse Management’s policies have been adjusted to address absences related to COVID-19.
- If you have family members and friends who reside with you who are experiencing any cold or flu-like symptoms, please communicate this to your immediate supervisor.
- We will continue screening all team members before they begin each shift.
 - Please report to the designated area, 15 minutes prior to the start of your shift.
- Remember to wash your hands regularly, use hand sanitizer when appropriate and wipe down work areas regularly.

A Reminder for our Guests, Visitors, Family Members, Vendors, Contractors, and Volunteers:

- No outside visitors or guests will be permitted to enter our communities until further notice (new admissions with proper screening and reliable testing are the only exception to this policy)
 - We encourage you to stay connected with your loved ones via phone, video conferencing, email, social media, and other means.
 - All approved “essential” visitors will be actively screened using a series of questions and a temperature check upon each visit.
 - If approved, visitors may be required to use personal protective equipment (PPE), such as a facemask, disposable gown and gloves.
- Our teams are working with contractors and vendors to assess those who may need to work in occupied portions of our buildings. Any approved vendor will be screened and required to wear PPE (protective mask at a minimum).

There is much discussion in the news about various re-opening plans and phases. In all reports, senior living residences are clearly at a higher risk and we will be diligent in our careful re-opening plans. For now, it is important that we continue to follow all of the procedures, protocols, and restrictions that have allowed us to be in the COVID-free position we are in today.

Additional Resources:

- [CDC Website](#)
- [World Health Organization Introduction to Coronavirus Video](#)
- [CDC Printable Fact Sheets](#)
- [CDC Video Series: Coronavirus Prevention for Individuals](#)
- [CDC Outbreak Map](#)

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Frequently Asked Questions:

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What is Manorhouse Management doing to help protect residents, employees, and visitors from contracting COVID-19?

Out of an abundance of caution, we are implementing a number of measures, including but not limited to:

- Activating a corporate emergency response resources to provide support to our local teams.
- Engaging with leading healthcare agencies for recommendations and guidance to compliment the internal expertise of our clinical team.
- Re-educating our teams on the appropriate infection prevention measures which are a part of how we operate on a daily basis.
- Suspending planned or sponsored group outings (with the exception of approved essential healthcare-related visits).
- Restricting visitors and non-essential health personnel from our communities, except in end of life situations or pursuant to the guidance of public health officials and properly screened/tested new admissions.
- Conducting health screenings of every individual coming into the Community.
- Directing those employees who are sick stay home.
- Providing regular updates to our teams, residents, and families.
- Reviewing reputable health websites for updates on a daily basis to be able to act upon and share the latest news and information.

What preventative measures does Manorhouse Management have in place?

In addition to following Manorhouse Management's existing communicable disease outbreak protocols, we have implemented additional precautionary measures, following guidance from the Centers for Disease Control and Prevention (CDC), local health officials and the Manorhouse Management clinical team.

- Precautionary measures include the following:
 - Staff training and screening in all communities.
 - To help create barriers in spreading of disease, we've updated and recommunicated our contagious disease policies and protocols as they relate to current knowledge regarding COVID-19. This includes best practices and instructions for hand washing, using hand sanitizer and disinfecting hard surfaces frequently.
- Because COVID-19 is difficult to detect early, our communities are being provided with additional tools to assist in monitoring residents' health, such as thermometers and pulse oximeters.

What is Manorhouse Management doing if a resident, associate or patient is showing symptoms of COVID-19?

We are following our processes and procedures to isolate residents if they are showing symptoms. Employees who are showing symptoms are directed to seek medical advice and self-quarantine for up to 14 days.



What happens when there is a positive diagnosis at a Manorhouse community?

When there is a positive COVID-19 diagnosis in a Manorhouse community, residents and designated emergency contacts will be notified by the community Executive Director. If the positive case is a resident they will immediately be isolated. If the positive case is an employee they will immediately be sent home (or asked to stay home) to quarantine until the Dept of Health or their primary care physician clears them to return to work. We will immediately begin working with local and state health department officials to make sure all our efforts are appropriate to ensure the health and safety of all our residents and employees.

What precautions are you taking to decrease the chances of the virus entering your communities?

To reduce the risk of exposure in our communities, we are currently restricting visitors, except for end of life situations or pursuant to the guidance of public health officials. We are also conducting health screenings of anyone coming into the community. Specific visitor protocol may vary based on state and local directives.

In addition, we have suspended Manorhouse-sponsored/planned group outings and are strongly encouraging residents to refrain from making trips outside our community unless medically necessary.

In the cases of a confirmed diagnosis, we continue to act in full compliance with the CDC, local and state health authorities, as well as the best interest of the person needing our care. We follow CDC guidance for confirmed cases in healthcare settings; that guidance includes steps to minimize chances for exposure, adhering to personal protection protocols and managing visitor access.

Are Manorhouse communities open for visitors?

In an effort to help prevent the spread of COVID-19, all Manorhouse communities have restricted access to visitors. Unless otherwise mandated by public health officials or pursuant to the direction of corporate clinical leadership, the following currently applies to visits in our communities:

- Some limited visitation may be permitted for new admissions. Thorough screening and a negative COVID-19 test will be required.
- Healthcare providers and private-duty providers are continuing to provide services essential to the health or safety of a resident.
- Such individuals are subject to screening and their access is prohibited if they fail to meet screening criteria.
- Other visitors are prohibited at this time except for end-of-life situations.
- We have implemented a plan for virtual visits and encourage FaceTime, Skype and Zoom calls in order to help reduce social isolation and loneliness.



What should your residents and employees be doing to stay safe?

First, we want to commend our team members who are helping to keep our residents safe, especially during this pandemic.

- Personal safety measures:
 - Avoid close contact with people who are sick.
 - Avoid touching your eyes, nose and mouth with unwashed hands.
 - Wash your hands often with soap and water for a least 20 seconds.
 - Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Community safety measures:
 - Social distancing.
 - Updated and enhanced cleaning protocols.
 - Restricting visitor access to end of life situations.
 - Performing health screenings on employees, permitted visitors and essential third-party providers.
 - Facilitating virtual visits encouraging video calling with tools like FaceTime, Zoom and Skype in order to help combat social isolation and loneliness.

Are residents allowed to leave their rooms?

Yes, in most cases, residents are allowed to leave their rooms. We are educating our residents on social distancing and health practices set forth by the CDC and local government officials.

In accordance with the recommendations of the CDC, we will direct our residents with respiratory infections or suspected COVID-19 to self-isolate in their rooms for the protection of others in the community.

What is the outing and transportation policy for residents within the communities?

- Outings
 - Outings using Manorhouse transportation other than to medical appointments are suspended. If the medical appointment is elective, we encourage it to be postponed.
 - Residents are prohibited from going on outings with families and friends and are made aware of CDC recommendations related to social distancing.
- Transportation
 - Transportation will continue for all medically-necessary healthcare appointments to outside providers (e.g. dialysis)
 - Transportation-specific precautionary measures are in place, which includes:
 - Infection control protocols for vehicle cleaning,
 - Driver training for understanding infection control basics.



What are you doing to manage and answer resident and associate questions and concerns?

Manorhouse has provided internal communications and guidance to answer questions through a variety of communication channels, including:

- Directly with our Executive Directors at each Manorhouse community
- ManorhouseRetirement.com
- Through social media, where each Manorhouse community has a local Facebook page and provides important information specific to that community.

What is the best way to stay up-to-date on how a Manorhouse community is responding to the virus?

There are a few ways to stay informed as to what is going on:

- First, contact the Executive Director of your local community.
- Check the local community social media pages.
- Visit [ManorhouseRetirement.com](https://www.ManorhouseRetirement.com).
- Be sure your community has a valid email address on file to be notified when we send out the latest information.

If there is a positive COVID-19 diagnosis at a community, residents/designated emergency contacts will be notified by the community executive director.

Is Manorhouse conducting tours?

Yes. You can contact your local community to request a virtual tour or receive an update on tour opportunities, as this is an area that is currently being reviewed with our local and state healthcare agencies and licensing authorities.

Is Manorhouse accepting move-ins?

Yes, Manorhouse is accepting new admissions. This is being handled on a case-by-case basis to ensure the safety of our current resident and employee population. Thorough screening and a negative COVID-19 test result is required. Please contact your local admissions director for details.

