



A National Lutheran Community

**To:** All Residents, Families and Team Members

**From:** Kyle Hreben, Executive Director

**Date:** May 13, 2020

**Subject:** COVID-19 update

## Memorandum

A special thank you to all of those families who participated in our Mother's Day video initiative for residents in the Health Center. Residents were overjoyed to hear your greetings and see your faces. Thanks, too, to those family members who scheduled virtual visits over the Mother's Day weekend. Our ConnectedLiving team also delivered flowers to each of our ladies. ConnectedLiving will send more information soon on a similar program for our men for Father's Day.

As a reminder, the COVID-19 dashboard on our website provides a representation of the impact of COVID-19 within our community. [www.thevillageatrockville.org/covid-19-updates/the-village-at-rockville-covid-19-dashboard/](http://www.thevillageatrockville.org/covid-19-updates/the-village-at-rockville-covid-19-dashboard/). We remain diligent in following our infection control protocols throughout the community. Our team members remain assigned to specific sections of the building and therapy sessions occur 1:1 in the resident's room. We continue to educate on the proper use of personal protective equipment.

Currently, we are accepting a limited number of admissions from the greater community into the appropriate third floor neighborhood. The decision is based on our ability to take necessary precautions to safeguard our entire community while caring for all residents.

Many of our residents and families have asked questions regarding COVID-19 recovery protocols. Last week, our clinical leadership team, which includes RNs, nurse practitioners, medical doctors and licensed administrators, re-reviewed our recovery protocols based on recently updated information from the CDC. At The Village at Rockville, a resident is considered recovered from COVID-19 if:


- 21 days have passed since the first onset of symptoms; OR 14 days have passed since the positive test of an asymptomatic person AND
- No symptoms for 7 days and no temperature greater than 99 for 3 days without the use of a fever reducer, such as Tylenol

These protocols will continue to be reviewed based on additional guidance provided by CMS, the CDC and local and state health departments.

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As we continue through our period of social distancing and visitation restrictions, virtual visits between our residents and their families have provided comfort and encouragement. We've heard from our families that these connections have even given extended family members the opportunity to visit with their loved ones. Our ConnectedLiving team continues to make enhancements to the virtual visit schedule to increase the times available to each family. Please note that the SignUpGenius set-up is now **specific to each neighborhood**. Please be mindful to schedule your time in the neighborhood where your loved one is currently staying.

Date (mm/dd/yyyy EDT)	Location	In an effort to accommodate all requests, please limit your selection to once every other day.	Calendar View
05/12/2020 (Tue.)	1 Virginia	10:00-10:30	Sign Up 

With the help of our clinical team, we have also expanded our virtual visits to those residents who are under isolation protocols. If you're unaware of the neighborhood name, the Care Coach can provide that to you. Virtual visits can be scheduled at [www.signupgenius.com/go/tvarvirtualvisits](http://www.signupgenius.com/go/tvarvirtualvisits).

During this unique time of social distancing requirements, residents are remaining engaged in their rooms, apartments and cottages through programming on Channel 975. Family can help encourage this type of virtual engagement to facilitate a resident's physical, mental, spiritual, and emotional well-being.

Many of you have shared encouraging words in response to our emails. We do pass these thoughts along to our team members by displaying them in our care bases. You never know how a small "thank you" can keep a team member encouraged throughout their shift. Thank you for your continued prayers, thoughts, and understanding as we navigate these times.