



To: All Residents, Families and Team Members
From: Kyle Hreben, Executive Director
Date: May 20, 2020
Subject: COVID-19 update

Memorandum

As Maryland joined many states across the country last week to implement Phase 1 of re-opening the economy, we know that the timing of The Village at Rockville returning to “normal” operations will look much differently than the business community around us. In fact, Montgomery County hasn’t yet joined the rest of the state in their Phase 1 opening.

From the onset of this pandemic, The Village at Rockville and National Lutheran Communities & Services (NLCS) have taken a proactive approach to protecting our residents and team members. Over the past couple of weeks, the leadership teams of The Village at Rockville and NLCS have taken an equally proactive approach to begin conversations that develop our own re-opening plans. We know that this won’t be a “flip the switch” scenario, but more of a slow methodical process of opening services and visitation. Before we relax any current policies, together with NLCS, we will ensure that new policies, procedures and safety measures are in place to support our ability to maintain the health and well-being of those in our community, following guidance from the local and state health departments, the CDC and the Centers for Medicare and Medicaid Services.

Yesterday afternoon, May 19, we received the universal testing COVID-19 kits from the State of Maryland. They have provisioned testing for all Health Center residents (all floors) and team members. The testing will begin on Wednesday, May 20 and should take a week to complete. Following state guidance, residents and team members who have previously tested positive for the virus will not be re-tested.

Testing results are typically received within 5-7 days, but depending on the state lab, it could be more quickly or it could take longer. Once we receive test results for your loved one, the resident representative listed in the resident chart will be notified. As a reminder, the universal testing enables us to further safeguard our community, providing greater insight to those who may be unknowingly infected with the virus. We do also continue with our twice daily symptom screenings for residents, once daily for team members, and we will continue to test residents and team members who present with symptoms consistent with COVID-19.

In the community, all residents continue to engage in opportunities available through ConnectedLiving – fitness classes, worship services and educational classes on Channel 975. Independent living residents are participating in a virtual art history course on Tuesdays throughout May. In the Health Center, residents can tune in to Channel 975 for weekly after-dinner programs. Popsicle treats are back by popular demand this week, and our team is also preparing for a variety of Memorial Day experiences including a sing-along on Channel 975.

Continued

To ensure continued communication with our residents, virtual Resident Forums were held on Channel 975 for our assisted living residents on Tuesday, May 12, and our long-term care and skilled nursing virtual forum was held on Tuesday, May 19. Our independent living virtual Town Hall is scheduled for Wednesday, May 27. Typically, these meetings are held in-person as an opportunity to build community among friends and neighbors, but now held virtually, these meetings remain opportunities for our department leaders to provide updates on services available through their teams. Residents are encouraged to submit questions or comments following the meetings, and the appropriate department leader will follow up with the resident with resolutions as needed.

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/.

We recognize the sacrifices that each resident, family and team member have made over the past 11 weeks (and counting) as we've faced these unprecedented times together. We are grateful for your continued patience, prayers, and encouragement as we continue to support our current efforts and look forward to plan for the re-opening of our community.