

A National Lutheran Community

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

**From:** Kyle Hreben, Executive Director

**Date:** July 29, 2020

**Subject:** Path Forward Update

## Memorandum

How wonderful it was to witness the connection of residents and families through our Patio Visits last week! Thank you for your patience and understanding over these past four months as we have all faced these unprecedented times. We continue to be grateful for the trust and confidence that you have placed in The Village at Rockville.

Our weekly universal testing of team members is ongoing. Because all residents have reached recovery status, resident testing will occur if they present with symptoms of COVID-19. Twice daily symptom checks for residents and once daily for team members remain a standard practice, and throughout the community, we continue to educate on the necessity to social distance, wear face masks and other personal protective equipment, and practice proper hand hygiene.

Because we remain COVID-free in our community, we are able to continue with our Patio Visits this week. After experiencing more than a week of Patio Visits, we have evaluated resources, residents' capabilities and family availability and are moving to the following schedule effective Monday, August 3:

Monday	2 <sup>nd</sup> floor and 3 Maryland	10 a.m. – noon
Tuesday	Assisted living	10 a.m. – noon and 6-8 p.m.
Wednesday	2 <sup>nd</sup> floor and 3 Maryland	10 a.m. – noon and 6-8 p.m.
Thursday	Assisted living	10 a.m. – noon
Friday	2 <sup>nd</sup> floor and 3 Maryland	10 a.m. – noon

As a reminder, all sign-ups are taken through SignUpGenius at [www.signupgenius.com/go/tvarvisits](http://www.signupgenius.com/go/tvarvisits). Guidelines and FAQs for our visits are attached to this update and can be found in the Path Forward section of our website.

We do look forward to the time when we can welcome families, friends and volunteers inside the community, but it truly has been an inspiration to many as we experience residents and families engage in person during their patio visits.

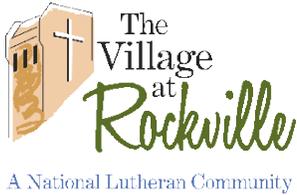
For reference:

Path Forward [www.thevillageatrockville.org/pathforward](http://www.thevillageatrockville.org/pathforward)

COVID-19 Dashboard [www.thevillageatrockville.org/covid-19-dashboard/](http://www.thevillageatrockville.org/covid-19-dashboard/)

Patio Visits [www.signupgenius.com/go/tvarvisits](http://www.signupgenius.com/go/tvarvisits)

Virtual Visits [www.signupgenius.com/go/tvarvirtualvisits](http://www.signupgenius.com/go/tvarvirtualvisits)



## Outdoor Visitor Guidelines during the COVID-19 Pandemic:

1. Visitors, residents, and staff are required to wear a mask or face covering at all times during the visitation sessions.
  - a. If a visitor does not properly wear their mask or face covering, they will be asked to leave.
  - b. If a resident is not able to properly wear their mask for any reason, the visit will end or may be moved to a window visit.
2. Visitors will be screened prior to visiting their loved one. This includes a questionnaire and signs or symptoms of respiratory illness or a fever. If there is a sign or symptom or concerns with questionnaire answers, the visitor will not be allowed to visit.
3. After the screening, temperature check (must be less than 99.0\*) and proper hand hygiene, the visitor(s) will be assigned a visiting station (Table #1, #2, etc.). If the station is occupied, the visitor should wait in the appropriate area while practicing social distancing.
4. Two (2) visitors at a time are authorized to visit with a resident. If additional visitors show up for the same resident, they will be asked to leave.
5. Visitors will perform hand hygiene at the beginning and end of their visit.
6. The visitor is restricted to visiting their loved one and should limit their interactions with other visitors, staff or residents.
7. The visits will be 20 minutes with the resident scheduled in a 30-minute timeslot to allow for set-up and clean-up. We will do our best to ensure residents arrive at their scheduled time.
8. Please follow all posted information and directions given during your visit. Adhere to signs at all times. If you have questions, ask a staff member in the visitation area.
9. As a reminder, visitors should continually monitor for signs and symptoms of COVID-19. If any signs or symptoms occur such as coughing, fever greater than 99\*, difficulty breathing, muscle pain, diarrhea, vomiting, headaches, loss of smell/taste, contact your primary care physician for next steps and inform our front desk staff by calling 301.424.4650.

***For example only. A copy will be provided on-site***

\_\_\_\_\_  
Visitor Signature

\_\_\_\_\_  
Date

## Outdoor Visitor Guidelines during the COVID-19 Pandemic:

### FREQUENTLY ASKED QUESTIONS

- 1. Can I give my loved one a quick hug or touch them lightly just to have a little physical contact?**
  - a. No, this is not permitted at this time. Doing so will lead to you being asked to leave and may prevent future patio visits. We ask you to practice social distancing during your visit, remaining at least six feet from your loved one, other visitors and staff members at all times.
  - b. If physical contact is made, the resident will be placed on observation for 14 days, based on Maryland Department of Health guidelines. This means they will be quarantined to their apartment/room and monitored for signs and symptoms of COVID-19.
- 2. Is there a restroom I can use before or after my visit?**
  - a. Yes, we have porta-john available for use if needed.
- 3. Can I sign up for visit time slots back to back? I live far away and/or would like to see my loved one for a longer time. For example 11-11:20 a.m. & 11:30 a.m.-11:50 a.m.?**
  - a. Unfortunately, we are only able to offer one visit per resident each week to ensure every resident has an opportunity to have family visit. We also need to limit the amount of time our residents and staff are exposed to visitors. Twenty to 30 minutes is the maximum amount of time we feel comfortable with exposure to each visitor.
- 4. Can I sign up on a day for Assisted Living visits even though my loved one is on second or third floor?**
  - a. No, we have been strategic in how we have set up these visitation times for each floor. We are attempting to limit interactions between residents and staff from the different levels of care. Please see the current schedule for visits at the end of this document.
- 5. If I arrive earlier than my visit time, what should I do?**
  - a. We ask that you stay in your car until a few minutes before your visit. This will ensure our team has enough time to clean and disinfect the visitation area prior to your visit.
- 6. Are walk-up visits allowed?**
  - a. No, you must sign up through Sign-up Genius in order to visit your loved one.
- 7. Where should I park when I come to visit?**
  - a. Outdoor visits are being held on the Terrace level near the myPotential Care Center entrance. When you enter the campus, instead of turning left to go to the main entrance (near the chapel) you would go to the right and follow the parking lot toward the Care Center entrance. Park anywhere in that area and come to the sign-in table for next steps.
- 8. My loved one is not able to do an outdoor visit safely, what can I do? (For example, can't keep mask on or can't tolerate the weather)**
  - a. We have implemented glass door/window visits for residents who cannot safely do an outdoor visit. To select this option, sign up for a virtual visit and type "GLASS DOOR VISIT" in the comments section.



## Outdoor Visitor Guidelines during the COVID-19 Pandemic:

**9. If bad weather is expected, how will I know if my visit is cancelled and how do I reschedule?**

- a. Cancellations may occur due to weather (extreme heat or rain) or a *change in open status as determined by the state*. In the event of a cancellation, an email will be sent to the email registered on SignUpGenius.
  - i. If the 10 a.m. – noon session is cancelled, an email will be sent by 9 a.m.
  - ii. If the 6 – 8 p.m. session is cancelled, an email will be sent by 5 p.m.
- b. You will have to sign up through Sign-Up Genius in order to reschedule.

**10. I typically bring something special for my loved one each time I visit. Can I continue to do this?**

- a. You can certainly still bring items for your loved one, but not to the visitation site. Please follow our normal procedure for dropping off items at the main entrance.

**Patio Visit Schedule as of August 3, 2020**

Monday	2 <sup>nd</sup> floor and 3 Maryland	10 a.m. – noon
Tuesday	Assisted living	10 a.m. – noon and 6-8 p.m.
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