



A National Lutheran Community

To: All Residents, Families and Team Members

From: Kyle Hreben, Executive Director

Date: November 13, 2020

Subject: Path Forward Update

Memorandum

Earlier this week, as Governor Hogan reminded Marylanders to continue their diligence in taking steps to stop the spread of COVID-19, he also provided additional guidance for nursing homes and assisted living programs. Following CDC guidelines, Maryland has adopted new proactive testing protocols. When not in “outbreak” status (at least one active case of COVID-19), our testing protocols will be based on the county positivity rate. The positivity rate is a seven-day rolling average of positive results as a percentage of all positive tests. If Montgomery County’s positivity rate is 5% or greater, all team members will be tested weekly. We continue our symptom screening for all residents and team members. When we are not in “outbreak” status, residents are only tested if presenting with symptoms of COVID-19.

With the return of this week’s universal testing results, we do have three team members who tested positive for the virus. Additionally, due to exposure, our 1VA neighborhood is required to quarantine for 14 days, which indicates that communal dining, small group programming, and our window visits must be paused for our 1VA residents.

Out of an abundance of caution, all 1VA residents have been tested today with our point of care testing equipment, and all resident tests were negative. If you have a glass window visit scheduled with your loved one who lives in 1VA, please anticipate a cancellation notice through SignUpGenius, as 1VA residents will not be able to participate in window visits until we receive authorization from the Department of Health. We join you in this disappointment of not being able to see your loved one, but during this time, visits for 1VA residents will be limited to virtual visits.

Because of the positive team members’ tests, the Department of Health guidance does require us to test residents in all neighborhoods for the next two weeks with our lab partner.

Our team remains committed and diligent to stopping the spread of COVID-19. Team member education around the appropriate use of personal protective equipment and infectious control protocol is updated on a regular basis. We also continue with our single point of entry for team member check-in at team members report to work, which includes a temperature check and symptom screening.

Today, we introduced window visits to allow your loved one to be inside and communicate with you through the glass. As a visitor, you are truly outside so weather may affect these visits. You will have to walk through grass, leaves, and the natural ground to get to your assigned window. Window visits will take place at our terrace level Multi-purpose Room. Our Multi-purpose Room offers floor-to-ceiling windows. For infection control reasons, we have guidelines in place that must be followed. Visits are limited to one visit per resident per week, having no more than two visitors per visit. Visitors may park at our terrace level entrance. Additional guidelines are included with this week’s update and can be found on our Path Forward page on our website.

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As we are getting closer to the holiday season, the CDC and Maryland Department of Health recommend that residents do not leave for family holiday gatherings. If residents must leave for any reason other than medical appointments, they may be required to quarantine in our 3VA neighborhood for 14 days upon their return.

In celebration of Veterans Day this week, we honored 32 residents who have served our country in a variety of ways. I am personally grateful for their sacrifice and commitment to our country that give us the freedoms that we have today.

Although we haven't spoken of it much through these updates, in January 2021, we will open Glenmere, with 130 apartment homes, Engage Center with aquatic center, strength and cardio studio, and additional dining venues such as Restaurant 1890, Montgomery's Social Eatery and the Engage Café. This week the ConnectedLiving and Sales teams welcomed more than 100 future Glenmere residents in drive-by events at the Sales Center. On their way through, future residents picked up the brand-new IL resident handbooks, as well as move-in paperwork. A freshly baked pastry, prepared by our own Executive Chef Susan Seykoski, was also part of the distribution. New resident move-ins begin on January 4, 2021. ConnectedLiving also delivered IL handbooks to all IL cottage residents.

We remain grateful for your patience and understanding as we navigate frequent changes in our visitation schedule in efforts to best protect the health of residents, while following the guidance of the Department of Health. We are also grateful for the expertise and agility of our team members as they make changes to their daily responsibilities in order to best serve and care for the residents.

For reference:

Path Forward www.thevillageatrockville.org/pathforward
COVID-19 Dashboard www.thevillageatrockville.org/covid-19-dashboard
Window Visits www.signupgenius.com/go/tvarvisits
Virtual Visits www.signupgenius.com/go/tvarvirtualvisits



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Window Visitor Guidelines during the COVID-19 Pandemic:

Window visits allow your loved one to be inside and communicate with you through the glass. As a visitor, you are truly outside so weather may affect these visits. You will have to walk through grass, leaves, and the natural ground to get to your assigned window. Window visits will take place at our terrace level multipurpose room. Our multipurpose room offers floor to ceiling windows. For infection control reasons, we have put some guidelines in place that must be followed. Visits are limited to one visit per resident per week with no more than two visitors per visit. Visitors may park at our terrace level entrance.

- Please do not come to the visitation site more than 5 minutes prior to your visit.
- **Before getting out of your vehicle, please dial 301-354-8436 to check-in.** Staff will not be outside to physically check you in or direct you.
- Staff will verify your phone number and how we will reach you (Zoom, FaceTime, Google Duo/Google Meet) prior to your arrival at the window. They will also give you your assigned suite number. We ask that you please take time to accurately input this necessary information in this sign-up.
- Please do not leave a voicemail on the check-in phone. You must actually speak to a live staff member before proceeding to your assigned window.
- After check-in, please proceed down the sidewalk to the right of the building (when looking at the building). The multipurpose room is the last room prior to the construction fence.
- Please remember to bring your cell phone with you to the window visit.
- Please arrive wearing your mask. Masks must be worn at all times by both visitors and residents. Residents who cannot leave their masks on are not appropriate for this type of visit.
- Please come to the window of your assigned suite number (windows will be marked).
- You will walk through grass, leaves, dirt and anything on the natural ground to get to the visitation window.
- Your loved one will be communicating with you through our iPad. They will be able to see you through the glass and hear you through the iPad. Each resident will receive headphones with a microphone for better communication.
- Visitors are not permitted in any other areas in the building for any reason.
- Anyone not in compliance with safety protocols will be asked to leave.