



Name: Health Center Residents & Families
From: Kyle Hreben, Executive Director
Date: 03/17/2020
Subject: Coronavirus Update

Memorandum

The health and well-being of our residents and team members is our highest priority at The Village at Rockville—A National Lutheran Community. During these unprecedented times for our nation and the world, we are working to proactively address the challenges of the Novel Coronavirus (COVID-19). We are following guidance from the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS). We also continue to work closely with local, state, and federal public health agencies.

The guidelines and regulations from CMS include new measures to promote social distancing in skilled nursing and assisted living facilities. Therefore, effective Tuesday morning, March 17, we are eliminating communal dining throughout The Village at Rockville, as well as small group activities. These measures are in addition to those already put in place, such as rescheduling large group programs, outside events, trips, and outside entertainers.

In order to continue to meet the engagement needs of residents, the ConnectedLiving team is thrilled to offer one-on-one in-room independent leisure pursuits, including but not limited to: books, art programs, aromatherapy, music and daily programming (including exercise) presented on 975 on your in-room television.

Our efforts to encourage social distancing also include providing in-room meals. Beginning Tuesday, March 17, residents will receive nutritious meals delivered to their rooms between the following hours:

Breakfast: 7:30 – 9 a.m.
Lunch: 11:30 a.m. – 1 p.m.
Dinner: 4:30 – 6 p.m.

Other ways The Village at Rockville has responded to COVID-19 include the following:

- We have restricted all visitors. There are limited exceptions for family members in certain situations, such as end-of-life care.
- Any authorized visitor or outside care partner, such as hospice services or physicians, are only permitted entry after completion of a temperature check for fever and health/travel screening.

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- Enhanced intense cleaning efforts for infection control, including more frequent disinfection of high-touch surfaces.
- Residents should reschedule non-essential appointments outside of our community. We can help you reschedule doctor or dental appointments for a later date. If possible, we are encouraging telemedicine appointments to replace office visits.
- You are able to connect with family and friends with our Virtual Visits. Please reach out to Melissa Blackstone to set up a time for you and your loved one to visit. Call her at 301-354-8466 or email virtualvisit@thevillageatrockville.org.

We are asking for your help in the specific ways:

- Eat meals in your room.
- Stay in your room or on your neighborhood as much as possible.
- For residents who live on the second floor, use the second floor patio if you'd like to go outside. Please do not use the front patio, near the Chapel.
- For assisted living residents, use the patio near the AL dining room if you'd like to go outside. Do not use the front patio near the chapel.

Our dedicated staff are ready and have the skills necessary to care for you during these unprecedented challenges. We continue to do our best to provide the quality care and support each resident needs and deserves. For the latest community updates, visit www.thevillageatrockville.org/covid-19-updates.

We thank you for your continued support and understanding.