



To: All Residents, Families and Team Members
From: Kyle Hreben, Executive Director
Date: June 24, 2020
Subject: Community Update

Memorandum

Thanks to all of those who shared your video greetings with your loved ones this past weekend. Our ConnectedLiving team was able to share your messages and connect our residents and families together with Virtual Visits throughout the weekend. Our residents and families continue to make so many sacrifices as we navigate this time together, but I also have to acknowledge the sacrifices that our team members are making, as well. The Village at Rockville is known as a thriving community, and even during a time where our doors are closed to so many, each team member continues to do their part to ensure that the community continues to thrive.

Last week, we shared our efforts to complete additional COVID-19 tests on all residents and team members in 2 Virginia, our long-term care memory care neighborhood. We await the return of the remainder of the test results, but you will notice some adjustments to the positive cases in our long-term care residents. As a reminder, we do have our COVID-19 dashboard that shows the impact of the virus on our community available on our website: www.thevillageatrockville.org/covid-19-updates/.

This coming week, Erin Wheeler, our healthcare administrator, and I will be hosting virtual Family Forums for both the assisted living neighborhoods and the long-term care/skilled nursing neighborhoods. Microsoft Teams will be used as our virtual platform, and the meeting link information will be sent the day prior to the meeting. The Family Forums will include a COVID-related presentation from the leadership and care teams, followed by a brief Q&A time. We intend these sessions to include family members only so that our time can be focused on families' questions and conversations. The information covered during the Family Forums will cover the same topics covered in the monthly Resident Forums that are broadcast on Channel 975. A simple summary of what was communicated during the meeting will be available for those who aren't able to attend. Here are the sign-up links:

Long-term Care/Skilled Nursing Virtual Family Forum – Tuesday, June 30 at 3 p.m.

Second and third floor families

Sign up link: <https://www.signupgenius.com/go/TVARLTCFamilyForum>

Assisted Living Virtual Family Forum – Wednesday, July 1 at 3 p.m.

First floor families

Sign up link: <https://www.signupgenius.com/go/TVARFamilyForum>

As we shared in our update late on Friday, with Governor Hogan's guidance to allow limited outdoor visitation to some Maryland nursing homes, The Village at Rockville is not yet able to extend outdoor visitation to our residents and family. As we continue to work together with the state and local health departments on the necessary criteria, we also continue to work diligently to determine our re-opening plans for our Health Center.

Continued

ConnectedLiving was able to begin outdoor fitness classes for our independent living residents this week in groups of eight or less. Additionally, our Business Office is now available **by appointment only on Wednesdays** in the Sales Center. Independent living residents and families of all residents can schedule an appointment by contacting Angela Gordon at 301-354-8453.

Team member education remains a focus for us on a daily basis. Understanding that as Montgomery County opens around us, we all may become more relaxed in our daily routines. For our team members, we are taking steps to keep our infection control protocols at the top of everyone's mind. Over the past week, we've done this in two specific ways:

1. NLCS' clinical education team prepared a short presentation for each team member to view when going through the Temp Screening station each day. This reminds us to practice proper hand hygiene and to wear the proper personal protection equipment based on our dedicated floor assignment.
2. Ecolab, our environmental services partner, provided our facilities team continuing education on disinfection best practices, including a discussion around standard procedures, risk-reduction procedures and remediation procedures and the chemicals and routines that should be used in each situation.

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We are continually grateful for everyone's support as we take best preventative actions to keep the community well during this time.



National Lutheran
Communities & Services



LOVE YOUR Neighbor

My pledge to slow the spread of COVID-19

As National Lutheran communities re-open following the COVID-19 pandemic, we all must do our part to slow the spread of the virus through our community.

I pledge to slow the spread of COVID-19 by:

- ▶ Showing concern for my neighbors and team members
- ▶ Adhering to the guidelines provided by community leadership
- ▶ Staying at home and alerting community leadership if I experience any symptoms of COVID-19
- ▶ Practicing enhanced infection control methods, including regular hand hygiene
- ▶ Wearing a mask in public or in shared community spaces, covering both my mouth and my nose
- ▶ Adhering to social distancing by staying at least six feet apart at all times from individuals who do not live with me
- ▶ Self-isolating as recommended following travel
- ▶ Ensuring any visitors to the community are following the same infection control methods as I am
- ▶ Following the visitation protocols for the on-site health center (*where applicable*), recognizing I may not be able to visit my friend or loved one in person

Please sign here: _____

