



A National Lutheran Community

**To:** All Residents and Team Members  
**From:** Kyle Hreben, Executive Director  
**Date:** April 16, 2020  
**Subject:** COVID-19 update

## Memorandum

The Village at Rockville remains grateful for your support, encouragement, thoughts and prayers as we face the dynamic times of the COVID-19 pandemic. Ensuring the health and welfare of residents and team members is always our number one priority. As we move forward through this pandemic, we are making the commitment to keeping you informed of what's happening on our campus with weekly updates. These updates are also available at [www.thevillageatrockville.org/covid-19-updates/](http://www.thevillageatrockville.org/covid-19-updates/).

Did you know that our residents are able to take exercise classes with Shawn from their room or cottage each day? We've also made French and Spanish classes available through channel 975. Our art cart and horticulture cart give residents the opportunity to engage in passions that they've always loved, but also provide a chance to try something new.

Since our last update on April 7, The Village at Rockville currently has four residents who are positive for COVID-19. The positive tests have all occurred in **one** of our short-term rehab neighborhoods. Each of these residents have been under strict isolation protocols since the onset of symptoms prior to testing confirmation, and residents and their families are being kept up-to date with the latest information by our care team.

Additionally, we do have team members who have tested positive for the virus; however, we continue to be staffed appropriately to provide care for our residents. Direct care team members who tested positive worked in the same short-term neighborhood as those residents who tested positive for COVID-19. Team members who tested positive are self-quarantined in their homes and will return to the community once given clearance by a physician.

Unfortunately, to protect our residents' and team members' privacy and to adhere HIPAA regulations, we are not able to disclose names or any other information, including the location of their rooms, which could be used to infer resident identity. As we continue to care for these residents and support these team members, we ask for your thoughts and prayers for them.

We do continue to monitor for COVID-19 symptoms throughout the Health Center with symptom checks twice daily for our residents and once daily for our team members. Independent living residents are asked to notify their health care practitioner if they are experiencing symptoms. We are following the State of Maryland epidemiologist's guidance for testing residents based on their symptoms.

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In light of questions from residents and family members throughout the past week related to The Village at Rockville and COVID-19, we thought it best to share this same information with everyone. You'll find those questions and responses below.

We do hope that you and your family remain well during this time. We look forward to seeing everyone as soon as it's safe to open the building to visitors.

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### **The Village at Rockville | Frequently Asked Questions | April 16, 2020**

**Knowing that residents have been asked to “stay at home” in their rooms, what’s being done to minimize staff movement throughout the building?** As an added precaution, our team members have been assigned to specific sections of the building, not just in providing care and services to our residents, but also where they take their breaks. For example, the first floor team and the third floor team each sit in different break rooms to limit interactions with one another.

**What is the current protocol for staff using Personal Protective Equipment (PPE), and how are you keeping up with your supply needs?** All team members began wearing face masks throughout their work day prior to Governor Hogan’s PPE mandate. This practice continues, but in an effort to preserve our supply, the distribution of the masks is very deliberate. We are working with our supply vendors, local and state officials and FEMA to ensure the continuance of our supply. Additionally, we are working with the other communities within National Lutheran to secure additional resources.

**What happens if my loved one begins experiencing symptoms of COVID-19?** As with any change in medical condition, our protocols require that we make collaborative care decisions with the resident and their health care power of attorney, if directed to do so by the resident. If the resident is tested for the virus and the test returns positive, the resident and the POA will continue to be involved in the decisions surrounding the resident’s care. The resident’s personal wishes in their advance directive will be considered in the treatment plan.

**Are new residents being admitted to The Village at Rockville? If so, will they be mixed into all neighborhoods?** We continually evaluate admissions to the community based on room availability and our ability to meet the needs of the person, while safeguarding our community. When new residents are admitted to the community, they are free from symptoms of COVID-19 upon admission, and they reside in a specific section of our second short-term rehab neighborhood for a minimum of 14 days under observation protocols.

**What does isolation protocol mean?** As we are a health care setting, isolation protocols are part of our standard operating procedure when infection control protocols are required, including suspected symptoms of COVID-19 or a positive test result. For COVID-19 isolation protocols, any team member entering the resident’s room (clinical and non-clinical) has been trained on the use of appropriate Personal Protective Equipment (PPE), which may include eye protection, a face mask, a gown and gloves. The team is following current guidelines for PPE use and appropriate hand hygiene after providing care or services to that resident.

**Since COVID-19 is now in the building, should I take my loved one out of the building?** Based on the knowledge that we have currently, we do not believe that there is an advantage to taking your loved one from The Village at Rockville. As the virus continues to spread throughout the greater Maryland region, we believe that your loved one is in the best place to get the most appropriate care. If you'd like to discuss your options, you can speak with a member of the clinical team.

**Knowing that many of the residents at the community have therapy services as part of their daily schedule, how is therapy being provided to the residents?** Although the therapy gym is closed during this time, we have assigned our therapists to specific neighborhoods to provide therapy services in the residents' rooms. If you'd like to consider adding physical therapy or occupational therapy to your loved ones daily schedule, please contact your loved one's nurse.

**I've heard about the Strike Teams from Governor Hogan. Have there been any Strike Teams at The Village at Rockville?** No, there have not been any Strike Teams at The Village at Rockville. These Strike Teams would act in partnership with us if requested by us, the local health department, or Maryland Department of Health (MDH) infectious disease experts.

**I normally see Millie in the myPotential Care Center for both routine exams and sick appointments. Are appointments available?** Yes, independent living residents are able to schedule telehealth appointments. They have just launched online appointment scheduling through Patient Fusion (see email from the Care Center from April 16). You can also contact Fatu Conteh in the myPotential Care Center at 301-354-8474.

**Acknowledging that working in this dynamic environment is very difficult for the staff, what's being done to keep them encouraged?** Our team members love working at The Village at Rockville because of the residents and each other. We know that this time can be very stressful for them, not only as they balance the COVID-19 changes at work, but also in their personal lives. Our aim is to exhibit our We CARE values to them through small acts of appreciation on a regular basis with things such as care packages and free take-out meals. Additionally, National Lutheran Communities & Services recently launched Operation Gratitude for each of our team members physically working in the community. Operation Gratitude will provide supplemental payments to these frontline team members throughout the pandemic.