



A National Lutheran Community

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

**From:** Kyle Hreben, Executive Director

**Date:** February 26, 2021

**Subject:** Path Forward Update

## Memorandum

Things are moving forward for The Village at Rockville! Throughout this week, our team has worked diligently on plans to create opportunities and possibilities for residents, families and team members. We have a lot of information to share this week regarding upcoming changes and happenings at the community, and we could not have accomplished it without the dedication and commitment of our leadership team.

As you visit the web links this week, you will notice a brand new website for our community. Our team has done a great job in pulling together the story of The Village at Rockville, while finding ways to promote the exemplary care and service that our team provides. More than the website, we are excited for the new brand message for the community – Explore. Evolve. Thrive. – which was also described in our recent community newsletter [The Village Voice](#). As we support choice and opportunity in partnership with older adults, The Village at Rockville focuses its efforts on residents in their continued pursuit of enriched lives and an increased sense of well-being – to explore, evolve and thrive in life every day. We do hope that the brand message and the website exude that philosophy.

Also on the website, you will notice that we condensed our Path Forward information into one page, which can be found [here](#) or through the main site [www.thevillageatrockville.org](http://www.thevillageatrockville.org) and choose Path Forward at the top of the page.

Now for the exciting information of this week's update.

### **Indoor visits begins Monday, March 1 | [Schedule an indoor visit](#)**

Beginning on Monday, March 1, indoor visits will take place in the Chapel. When you arrive on campus, please proceed to the external Chapel door. When facing the main entrance, the Chapel is located to the right. All visitors will be screened outside and given a surgical mask that must be worn before proceeding in the building. Our indoor visits schedule is as follows:

**Assisted Living:**

Mondays: 10 a.m. to noon, 4-5 p.m. and 6-7 p.m.

Fridays: 10 a.m. to noon

**Second and third floors:** Tuesdays 10 a.m. to noon, 3-5 p.m.

Thursdays: 10 a.m. to noon, 4-5 p.m. and 6-7 p.m.

Saturdays: 10 a.m. to noon

*Currently, 3 Virginia residents or residents under isolation precautions are not eligible for in-person visitation.*

Please note that this is our introductory schedule to start. We will continue to evaluate the functionality and effectiveness of the schedule and will communicate changes, if needed.

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***Important details for indoor visits:***

- All sign-ups will be taken through SignUpGenius only
- In an effort to schedule as many visits as possible, families are asked to only schedule ONE indoor visit for their loved one per week
- A maximum number of two guests are permitted to attend the indoor visits
- To participate in the visit, each guest must bring a face mask to wear, agree to a temperature check and symptom screening and provide an acknowledgment to the community's visitation guidelines
- Worn properly, face masks should be attached to both ears and fully cover both the nose and mouth
- If you are experiencing symptoms of COVID-19 or any other illness, please reschedule your visit to a different day
- All indoor visits will be no longer than 20 minutes, recognizing that many residents may not have the endurance to sustain a longer period of time
- Arrive to the visitation area no more than a few minutes before your visit but allow time to get through the screening process at our main entrance
- Be prepared to accomplish your visit within 20 minutes so that our team members can disinfect the visitation area prior to the next visit
- Please do not bring anything to the visitation site. This includes drinks, items for your loved one, food, etc.
- If you have items to bring to your loved one, please go through our normal procedures, leaving items at the main entrance
- Pets are not permitted
- Please remain at least 6 feet away from your loved one, other visitors and team members at all times
- Visitors are not permitted in other areas of the building (including the bathroom)
- To sign up for indoor visits, please use this link:  
<https://www.signupgenius.com/go/indoorvisits>.
- Virtual visits will continue but the schedule has been adjusted to permit our team members to assist with indoor visits

**Salon services beginning Wednesday, March 3 | [Schedule a salon appointment](#)**

Salon Services will open next week for Health Center residents. Our stylist will be on-site offering *limited salon services* on Wednesdays, Thursdays and Fridays from 9 a.m. to 3 p.m. For the first month, we are asking that families only schedule one appointment to allow all residents to receive salon services who wish to do so. For infection control reasons, each floor has a designated day for salon services. *Currently, 3 Virginia residents or residents under isolation precautions are not eligible for in-person visitation.*

**Assisted Living:** Thursdays

**Second and third floor:** Wednesdays and Fridays

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**Salon limited services include:**

Comb-Out • Touch-up.....	16
Shampoo & Set Package.....	24
Shampoo Blow-dry & Curling Iron.....	28
Shampoo, Set & Cut Package.....	45
Shampoo, Cut Blow-dry & Curling Iron .....	50
Haircut Only.....	21
Bang Trim.....	10
Men's Cut.....	19
Men's Cut & Shampoo Package.....	29
Men's Clipper Cut.....	15
Neck Trim.....	10

- To schedule a salon appointment for your loved one, please use this link:  
<https://www.signupgenius.com/go/tvarsalon>
- For scheduling assistance, please contact our reception team at 301-424-9565
- *Please note: Cash cannot be accepted for transactions. All transactions will be charged to your loved ones account, including the tip*

**Weekly testing**

In accordance with updated guidance from the Maryland Department of Health, we will conduct testing according to Montgomery County's COVID-19 positivity as list on the Centers for Medicare and Medicaid Services website. At this time, that means we are able to move to one a week rapid testing for team members and care partners. Residents will only be tested based when presenting with symptoms of COVID-19.

**Dining services**

In another article in the recent edition of [The Village Voice](#), we highlighted the Dining leadership team, specifically those who have recently joined the team. Executive Sous Chef Hardy Panopio has direct oversight of the Health Center culinary team, under the leadership of Executive Chef Susie Seykoski. This week the Dining team is transitioning neighborhoods to small group dining, following social distancing protocols.

**ConnectedLiving programming**

We were able to resume small group programming for Health Center residents this week. Our fitness team is looking forward to bringing new fitness experiences to our Health Center residents in March.

**Other community news**

Earlier today, The Village at Rockville partnered with Adventist HealthCare Shady Grove Medical Center to host our first annual Health Symposium. Held virtually, over 80 health care professionals participated in the CEU-based education event. Our keynote speaker was Dr. Milap Nowrangi, M.D., M.Be., assistant professor of neuropsychiatry from Johns Hopkins University. Other professionals from Adventist HealthCare, Morrison Living, Montgomery Hospice, National Lutheran Communities & Services and our own Director of Nursing Lara Popoola also joined to lead breakout sessions.

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This afternoon, we virtually gathered as a community to celebrate the life of Dawn McKee. Dawn was an invaluable part of the tapestry of The Village at Rockville for more than 20 years, serving in a variety of capacities in Environmental Services and Facilities but inspiring everyone. She loved this community deeply, and through the memories that were shared by colleagues during her service, you can hear that love explained and visualize that love in action. We miss Dawn greatly and are thankful for the impact that she made on all of us. The memorial service is available [here](#).

As we move forward into this next week, we are truly excited to reconnect residents and their families face-to-face without digital screens or glass separating you. We look forward to continuing to take these strides together in our Path Forward.

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#### **For reference:**

Path Forward /COVID Dashboard	<a href="http://www.thevillageatrockville.org/pathforward">www.thevillageatrockville.org/pathforward</a>
Indoor Visits	<a href="http://www.signupgenius.com/go/indoorvisits">www.signupgenius.com/go/indoorvisits</a>
Virtual Visits	<a href="http://www.signupgenius.com/go/tvarvirtualvisits">www.signupgenius.com/go/tvarvirtualvisits</a>