



A National Lutheran Community

**To:** Health Center Residents, Families and Team Members  
**From:** Kyle Hreben, Executive Director  
**Date:** April 30, 2021  
**Subject:** Health Center Path Forward Update

## Memorandum

The last few weeks have been exciting ones — full of many positive steps on our path forward. Residents and families have continued to enjoy indoor and outdoor visits with regularity. Team member tests have continued to return negative results over the last three weeks, an encouraging sign that team members, residents and guests continue their commitment to keeping each other safe. Earlier this week, we increased indoor visitation for assisted living residents and their families from one visit per resident per week to two visits per resident per week.

As members of our community continue to be able to visit with each other safely, our ConnectedLiving team is excited to increase the number of engagement opportunities. We have an exciting month of programming planned for Health Center residents for the month of May, and we can't wait for residents to tell their loved ones all about their fun experiences. We are hopeful that soon our path forward will turn into a new road to normal.

In addition to assisted living residents, residents living on the second floor, and 3 Maryland residents (in rooms beginning with the numbers 31) are now permitted to have two one-hour visits per resident per week. While we are excited to open this opportunity for residents to visit with their families, please note we must follow Maryland Department of Health requirements, which stipulate that residents within the 14-day observation period after admission are not eligible for in-person visitation.

- Assisted Living visit timeslots are available on Mondays, Wednesdays, Fridays
- 3Maryland visit timeslots are available during the afternoon on Mondays, Wednesdays, Fridays
- Second floor (2Maryland, 2Potomac, 2Virginia) visit timeslots are available on Tuesdays, Thursdays and Saturdays
- As always, please use the following links to register for visitation.
  - Assisted living families may register here:  
<https://www.signupgenius.com/go/tvaralvisits>
  - Families of 2<sup>nd</sup> and 3<sup>rd</sup> floor residents may register here:  
<https://www.signupgenius.com/go/tvarvisits>
- When scheduling your visit please remember that our visit schedules close one calendar day in advance. For example, if you are trying to secure a visit for Wednesday, please schedule by Monday at 11:59 p.m. Additionally, family members may want to set up their own account at [SignUpGenius.com](https://www.signupgenius.com). When you have an account, you may make changes to your reservation yourself, which will ultimately increase satisfaction as you are managing details of your visit.

- Please also note that starting in May we will be reducing our virtual visits schedule to twice per week per neighborhood. As we are broadening our visitation schedule to two in-person visits per week, we are directing residents and families to virtual visits who are unable to visit in person. As a reminder, you may make your virtual visit appointment here: <https://www.signupgenius.com/go/tvarvirtualvisits>
- Please also note that compassionate care or end-of-life visitation is reserved for residents who have had a significant medical decline or are nearing the end of their life. These visits can be coordinated through the care coach/nurse supervisor.

In our continued efforts to work together to protect our community during our expanded visitation schedule, we ask that when you arrive at The Village at Rockville to visit your loved one, please follow these infection control guidelines:

- Please practice proper hand hygiene, social distancing and masking
- Please, no eating or drinking.
- Residents may have 1-hour visits twice a week. We ask that you coordinate with family and friends on visitation schedule.
- There is a maximum of two visitors per resident.
- Please limit the number of items you bring with you into the building.
- Visitors should go straight to and from their loved one's apartment or room.
- Visitors are not allowed in any other area of the building for any reason.
  - This includes nurse's stations, visiting with staff in the hallways, common area restrooms, The Village Bean, dining rooms, etc.
  - We highly discourage restroom use while at The Village at Rockville, however, we understand an emergency need may arise. If deemed necessary, visitors are authorized to use the restroom across from the main entry front desk.
  - Visitors should not interact with any other residents for any reason.

We have created a video to remind you of these guidelines as you prepare to visit our community. You may access it here: <https://youtu.be/BOEmbfzn7R4>.

This week, the Centers for Medicare & Medicaid Services (CMS) issued new guidance for healthcare facilities. This guidance has allowed us to expand visitation guidelines for fully vaccinated residents and fully vaccinated visitors. If both the resident and visitor(s) are fully vaccinated masks are not required during an in-room visit!

Masks are still required when inside other areas of the building and when outside near other individuals. You must bring proof of vaccination with you for your visit if you want to remove your mask in the room. "Fully vaccinated" means you are visiting at least two weeks since your second dose of Pfizer/Moderna vaccine or two weeks since Johnson & Johnson vaccine dose.

The updated guidelines also allow us to expand communal dining and ConnectedLiving programs and socialization for all Health Center residents. Residents who are fully vaccinated may dine and participate in activities without face coverings or social distancing

if all participating residents are fully vaccinated; if unvaccinated residents are present during communal dining or activities, then all residents must use face coverings when not eating and unvaccinated residents should physically distance from others.

As we continue to safeguard our community, we are working to secure additional opportunities for residents and team members who have not yet been vaccinated to do so. If a resident is in need of a COVID-19 vaccination, please contact Healthcare Administrator, Erin Wheeler at 301-354-8423 or email at [ewheeler@thevillageatrockville.org](mailto:ewheeler@thevillageatrockville.org). Residents and staff will be placed on waiting list to receive the vaccine and will be notified of where and when those vaccinations will take place.

Last year, at the beginning of this pandemic I began to use two words to describe how we interact as a community here at The Village at Rockville. Those words, Stronger Together have certainly shown up in our results as we have continued to keep residents and team members safe. Therefore, as you consider your personal commitment to this community, think about how far we have come over the last year and know that because of you and your diligence, support and adherence to safety protocols we will continue to be stronger together.

Enjoy your weekend!