



LUTHER MANOR

A Life Plan Community

Luther Manor Continuing Precautions Related to COVID-19

May 6, 2020 5:12 pm

Good evening from Luther Manor. There are still no newly acquired resident cases of COVID-19 on either Luther Manor campus. With this said, our resident and staff safety remains our top priority and we will continue with our protocols, precautions and daily screening of staff and all Health Care Center and Assisted Living Residents.

Thank you for all the incredible support and the communication you have provided to your loved ones and that we share with our remarkable team of employees. This has been going on for so long, it seems like it is just now what we do. The risk is complacency. We know this is hard on everyone and we need to stay proactive to keep spirits up!

On Monday night we reiterated this Covid-19 virus has not concluded, we all must remain constant in adhering to the necessary precautions. This includes our residents self-quarantine protocol, which we understand might be the most challenging task of this entire pandemic. Our number one priority continues to be the health and safety of our residents and staff, which is why this must continue. Thank you for your support and commitment to our residents and staff during this extremely challenging time.

Shout Outs of Thanks!

- **Thank you to Jessica Brittingham** for the masks and cards of encouragement!
- **Thank you to Jennifer, Molly and Danny Piette** for the cards with encouragement!

Campus Update

- Monday's update included the details of our managers and staff members volunteering to come in on Saturday and Sunday to help with Facetime calls with our residents' loved ones. We have only received 5 requests thus far, so we wanted to reiterate that we have time and capacity to handle about 100 ten-minute calls. If your loved one does not have a phone or iPad or cannot manage one, please request a time by sending an email to SharingGodsLove@luthermanor.org with the following information:
 - Residents name
 - Residents apartment number
 - Preference of phone call or Facetime chat or if you would initiate a Zoom conference with multiple family members.
 - Your name and phone number for the call and if we have questions
 - Your first and second preferred time on Saturday or Sunday
 - We have openings as follows:
 - Saturday from 8 am - 1 pm
 - Sunday from 9 am - 3 pm



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- We wanted to let everyone know that we are aware of Governor Evers' offer to make testing available for all Senior Living facility residents and staff. What we've learned since the announcement is that it will not be mandatory at this point but gives our residents and staff higher priority on getting tested - like is the case for other health care facilities already. Unfortunately, there are more questions than answers about this. We are in close contact with our local health department and associations and will keep you updated.

Campus Happenings

- To continue what we started a couple weeks ago, we want to highlight another Luther Manor team that has gone above and beyond in their contributions toward helping our residents and staff remain safe through this crisis. **With that in mind we'd like to highlight our incredible housekeeping, maintenance and grounds teams.** This group has been busting their tails since before this started. Their flexibility, selflessness and abilities have come through day in and day out. Here are just some of the examples:
 - Showing incredible teamwork and flexibility
 - Smiling through their masks all day long
 - Adapting to changes, in their daily schedules, work areas and duties.
 - Giving when their own families wanted them home
 - Being kind and detailed, even when dog tired
 - Documenting new cleaning protocols and then documenting cleaning
 - Conserving important PPE without jeopardizing safety
 - Communicating efficiently shift to shift to make sure all necessary disinfections are completed
 - Shopping continuously for key supplies necessary for us to remain safe
 - Deep cleaning high use areas over and over again
 - Using very strong chemicals safely
 - Disinfecting any room, vehicle or meeting space on a moment's notice and routinely as precautionary measures
 - Taking the words "any reasonable request by management" to a whole new level by doing anything and everything asked of them for the sake of our residents and their co-workers
 - Living out the words, "the answer is yes, what do you need?"

Their value to Luther Manor is reflected in the fact that we have contained Covid-19 on our campus so well. Knock on wood! The fact that we kept our one resident case isolated to that one individual in a congregant environment is tremendous. Think about that for a moment. A contagious person in a fairly tight environment did not pass Covid-19 on to anyone else. That is because of the hard working, committed teams like our Facilities group who are taking this seriously and understand the responsibility we all have.



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Here is a great shot of Chentl from Housekeeping playing with her newest Nerf gun! Wait that's actually one of our newest spot disinfecting tools used to keep high use areas clean and safe!



Interested in hearing more from us?

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- Visit our website at www.luthermanor.org
- Follow us on Facebook at [LutherManorWI](https://www.facebook.com/LutherManorWI)
- Call for daily messages on our COVID-19 Hotline, 414-831-9389