



LUTHER MANOR

A Life Plan Community

Luther Manor Continuing Precautions Related to COVID-19

May 18, 2020 6:07 pm

Good evening from Luther Manor. 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 your support and commitment to our residents and staff during this extremely challenging time.

Shout Outs of Thanks!

- **Thank you to Mary Ann Kramer** for the gourmet popcorn we were able to share with our staff!
- **Thank you to Janet Quail** from **Fox Point Lutheran Church** for the cloth masks.

Campus Update

- As we explained last week, working with the Wauwatosa Department of Health, we began testing staff who work in a unit of our health care center for COVID-19. Today we learned that a member of that team tested positive. This individual is working with our infection control nurse to monitor symptoms and develop a safe return to work plan. Over the course of the next two days, all staff on this unit will be tested as well. Residents were already tested and those affected were moved to our observation unit. Rotational cleaning and disinfecting of all units and program areas continues as does resident check and staff screening.
- We have received lots of resident compliments and appreciation since this started and today we want to share two that are from Terrace residents. The first was after Governor Evers Safer at Home order was overturned. The resident thanked us for not giving up and keeping residents safe even when the pressure to open up will surely become overwhelming. She was emotional and had a few choice words for those acting as if this was over (sorry if in any way you are one of them). The second compliment was thanking us for taking such good care of the residents and specifically thanking our Dining Services and Culinary team for the delicious meals we continue to deliver and especially for the fresh fruit we've added to our Independent Living Grocery options.

Like most of us, we all have some variation of fear and anxiety over everything that has happened over the past 2 ½ months. Our residents like to know they are being kept as safe as possible and they look forward to their meals each day. Sound familiar?



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 team of Staff Screeners and our Loss Prevention and Reception team.** These groups have been the primary teams responsible for all the temperature and Covid-19 symptoms screening being done of all employees every day for all three shifts. As of today, we have conducted 27,530 screenings!

On top of this our Loss Prevention and Reception teams have become the primary group accepting and delivering groceries, mail, gifts and other personal items being dropped off. Their ability to flex duties, adapt to ever changing needs and display grace under heavy questioning and waves of new work is exactly what we needed of them. Here are just some of the examples:

- Showing incredible teamwork and flexibility
- Patiently accepting new tasks and duties almost daily
- Smiling through their masks all day long
- Adapting to changes, in daily schedules, work areas and responsibilities
- Giving when their own families wanted them home
- Being kind and detailed, even when tired
- Learning new critical screening techniques
- Organizing bag after bag of groceries, plants, balloons, gifts, treats, mail and prescriptions.
- Monitoring important PPE upon staff arrival
- Communicating efficiently with other departments and managers
- Waking up at 3:30 am for the morning shift
- Staying late to cover needed arrivals and departures
- Juggling scheduling needs, priorities and duties and then having to change them again
- Continuing to get their old jobs done

They have added so much to our Luther Manor team and reflect the common themes that have not only kept us together, but will help us overcome this virus!

Interested in hearing more from us?

- Subscribe to receive email updates at COVIDUpdates@LutherManor.org
- 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