



LUTHER MANOR

A Life Plan Community

Luther Manor Continuing Precautions Related to COVID-19

June 26, 2020 4:07 pm

Good afternoon from Luther Manor. The safety of our residents and staff 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. All visitor restrictions remain in place.

Thank you for your support, partnerships and commitment to our residents and staff during this extremely challenging time.

Shout Outs of Thanks!

- **Thank you to our incredible Senior Living Advisors, Coordinators, Admissions and Marketing team members.** Their world of advising prospective residents of the many programs and services here at Luther Manor together with providing data and fact sheets to assist in their decision making is nothing like it was prior to Covid-19. They have shifted from in person meetings and tours to holding virtual events, virtual tours, sending photos and videos, making recordings and talking on the phone a lot:). They have also been adjusting their time to help in other areas of the organization in various ways. It takes a village and this group of staff have really stepped up for our current and future residents, their teammates and the entire Luther Manor community!

Campus Update

- Here is a reminder that as of Monday, June 29th we are reducing the restrictions on our Terrace Residents to allow for outside visits and eliminating the need for the 14-day self-isolation after leaving the campus. One clarification on the last one - any resident who returns from the hospital or a doctor's visit is being asked to self-isolate for 14 days because the risk of contracting COVID-19 from a clinic or hospital is far higher than many other public places. With these changes we are reminding everyone that their first line of defense is to wear a mask properly (over nose and mouth) at all times while outside of their apartment and to practice proper hand hygiene and social distancing. If you are doing an outside visit here at our Terrace, please remind your loved one and practice these protocols as well - and remember that you too need to wear your mask while on campus.



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We have a special request regarding visits - if you live in a current COVID hotspot somewhere in the nation, we ask that you delay your visit until a future date when the risk in your area has subsided. PLEASE consider the well-being of our residents and staff. And of course, no matter where you live in the nation, if you feel ill in any way please do not visit. The list of possible symptoms has grown so even things more common with allergies or a cold could be COVID.

Campus Happenings

- We had a big decision to make about whether we proceed with conducting our annual Terrace Independent Living Resident Satisfaction survey given the unprecedented times. We considered whether we should hold off, anticipating that the changes and restrictions due to Covid-19 would excessively alter the results. Ultimately, we decided to proceed knowing that the feedback we receive will help us understand how well we are managing Covid-19 situation.

Last month, we surveyed all independent living residents and the results were overwhelmingly positive. Both *Overall Satisfaction* and *Intent to Recommend* scores were up from last year. We weren't sure what to expect but are very pleased to see that residents are even more satisfied with our efforts and offerings, and that they will continue to recommend Luther Manor to their friends, families and the community. We aren't shy about promoting that our scores have increased for three years in a row, so this week, we reminded our residents about our **\$1,000 incentive credit for every move in that they refer to Luther Manor**. This applies to referrals they make to any of our program areas - Terrace, the Courtyard or River Oaks. Do you know someone who might benefit from and enjoy living at Luther Manor? Help your mom or dad earn \$1,000 by passing along the referral today.

We will take another break from sending the update over the weekend, unless something pressing comes up. "Talk" to you on Monday.

- **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