



LUTHER MANOR

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Luther Manor Continuing Precautions Related to COVID-19

March 12, 2020

There is no higher priority at Luther Manor than the well-being of residents and employees. As are likely aware, there are public health concerns arising from the spread of COVID-19, which is often referred to as the Coronavirus. Like in all we do, we are approaching this situation with calm and proactive efforts. Although the risk of harm from COVID-19 is low for most people, according to Centers for Disease Control (CDC), we have taken steps including those outlined below to help reduce possible risks and to be as prepared as possible.

We are in regular contact with medical professionals, local public health officials and state agencies, and are following guidance from federal agencies including the CDC and Centers for Medicare & Medicaid Services (CMS) as it relates specifically to precautions for nursing homes. We are communicating regularly with our staff, residents, Luther Manor families and volunteers, as well as contractors and business partners.

Steps We've Taken

We want to assure you that Luther Manor is being proactive. Our policies and procedures have always been designed to help reduce the risk of illnesses being spread from person to person, and we have long followed infection control protocols provided by the CDC to help protect against the spread of infectious illnesses. To enhance those policies and procedures, over the past few weeks, we have:

- Communicated with our staff regarding Luther Manor's preparedness plans relating to COVID-19.
- Heightened screening of our residents for acute respiratory illnesses.
- Increased signage across the campus to communicate healthy precautions and to alert visitors about additional precautions.
- Enhanced cleaning procedures, including increased frequency of cleaning cycles in high traffic areas.
- Confirmed with manufacturers that cleaning products in use at Luther Manor are effective at reducing the spread of the virus.
- Conducted enhanced training for staff on safe handling and infection control protocols.
- Procured additional inventories of disinfectants and protective equipment.



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- Implemented restrictions on any visitor who we are aware has traveled outside of the US or has been on a cruise ship in the previous 14 days, and prohibit them from coming onto the Luther Manor campus.
- Requested that visitors and staff who travel to US cities that have reported high incidents of Coronavirus, or that the CDC has issued a Coronavirus related travel notice regarding, to notify us prior to visiting Luther Manor or reporting to work.
- Requested that any visitor or staff experiencing respiratory symptoms notify our Infection Control nurse immediately and refrain from entering any Luther Manor facility.
- Reminded staff that they are required to report illnesses to our Infection Control nurse for monitoring. Such staff members will be instructed not to report to work at Luther Manor until it is determined that it is safe for them to return to work.
- Cancelled outside group functions on Luther Manor's campus.
- Communicated our new policies to vendors and contractors.

What to Expect if You Visit

Within the next 24-hours, we will restrict access points for visitors on the campus to **ONLY** the Health Care Center entrance to ensure our ability to conduct appropriate screenings. This means that if you intend to visit the Courtyards, Rehab, Adult Day or the Health Care Center, you must use the Health Care Center entrance. We understand that this may require you to walk further or park further away, but our first priority is to help keep residents and staff safe and healthy. Anyone visiting our independent living Terrace apartments will **ONLY** enter through our two main entrances at the CD or STU reception areas.

If you plan to visit Luther Manor you are required – as always – you sign in at our reception desks and receive a name tag upon entering the building. All visitors will be asked a series of questions to assist us in determining potential risks. We recognize that many of our families are frequent visitors and well known by staff. However, given the circumstances, it is important that we keep track of everyone who enters any of our buildings. We ask that you notify us, *prior to your arrival at Luther Manor*, if you have traveled outside of the US in the previous 14 days or been on a cruise ship, or if you have been in close contact with anyone who has. Once onsite, we ask that you limit your movement within the building to the resident's room or a designated meeting space.

If you are experiencing any symptoms, even those of the common cold or influenza, we ask that you consider postponing your visit at this time and instead talk with your loved on the phone or arrange a video chat. Your assistance and understanding are an important part of the precautions we are taking to protect residents and staff.

On campus, you will see numerous postings about healthy precautions, as well as stations containing hand sanitizer, gloves and masks. However, the best precaution



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you can take to prevent the spread of the Coronavirus and other viruses such as influenza may be to avoid contact all together.

Questions?

If you are unsure whether you should avoid visiting Luther Manor, please contact our Chief Clinical Officer, Julie Jolitz at 414-464-3880 or at jjolitz@luthermanor.org. We will do our best to respond in a timely manner and help determine whether a visit should be postponed. Staff can direct their questions to our Infection Control nurse, Karen Yust.

Thank you for helping us keep Luther Manor infection-free.

Rest assured, we are monitoring this developing situation closely and we will make changes in our policies and actions as appropriate. We are committed to communicating with residents, staff and families throughout this situation. Thank you for your understanding and continuing to trust in Luther Manor. We are prepared to navigate these challenging circumstances while continuing to keep the safety and well-being of our residents and staff at the forefront of everything we do.

Healthy Precautions

It's been reported that symptoms of the Coronavirus may not appear for 5 days or more. You may not know that you are infected or that someone else is infected. Consider taking the following precautions to stay healthy and help others do the same:

- Avoid close contact with people who are sick.
- Stay home if you are sick.
- Wash your hands thoroughly and often with soap and water for 20 seconds.
- Consider greeting people without shaking hands.
- Use alcohol-based hand sanitizer between handwashing.
- Cover your mouth whenever you cough or sneeze.
- Do not touch your face, especially your eyes, nose and mouth, with unwashed hands.
- Call ahead if you are unsure about visiting a loved one.