



LUTHER MANOR

A Life Plan Community

Luther Manor Continuing Precautions Related to COVID-19

March 13, 2020, 4:45 pm

The highest priority at Luther Manor is the well-being of our residents and staff. At this time, there are no cases of the COVID-19 (Coronavirus) on our campus. However, in response to the ongoing public health concern and with direction from the Department of Health and Human Services, the following updates apply:

- Non-essential visits to the entire Luther Manor Campus and River Oaks locations **are prohibited, including volunteers.**
- The only visits allowed are those by families having loved ones on Hospice who are in imminent condition after being screened for symptoms.
- Essential personnel such as Home Health Care, Hospice and other medical professionals are allowed to enter after being screened for symptoms.
- Points of access for essential visitors to the Terrace are the STU and CD lobby entrances only. Any essential visitor entering these areas will be screened for symptoms.
- The point of access to all other parts of Luther Manor are through the Health Care Center entrance, which is closest to the South Drive. This includes, Courtyards, Rehab, Health Care Center and Hospice.
- The Adult Day Care Center is closed beginning Monday, March 16.
- All Church services will be broadcasted through our internal TV channel only. No in-person services will be conducted at this time and no congregations will be present. Residents can tune into Channel 956 to view Church services.
- All Luther Manor Clinic appointments and services are cancelled.
- Dental, Podiatry, Beauty Shop, Nail Technician and Massage Therapy services are cancelled.
- Internal Life Enrichment events will continue at this time, yet all events outside the campus are cancelled as well as any events run by individuals from outside Luther Manor.
- All volunteer activities, vendor meetings and non-essential contractor work has been cancelled.

Please note that this is subject to change. The COVID-19 virus situation is a constantly evolving. We continue to monitor this situation very closely and thank you for helping to keep Luther Manor infection free.



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You can subscribe to email updates at CovidUpdates@LutherManor.org, or visit our website at www.luthermanor.org. Updates will also be posted to our Facebook page. Lastly, a Hotline has been established for recorded updates. Call 414-831-9389.

We thank you for your support, patience and understand as we all navigate this challenging time.



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March 11, 2020 Update

There is no higher priority at Luther Manor than the well-being of residents and employees. As you may be aware, there are public health concerns arising from the spread of COVID-19, which is often referred to as the Coronavirus. Even though we do not and have not had any cases of COVID-19 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.
- 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.



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- 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

If you plan to visit Luther Manor we ask that – 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 if you have been in close contact with anyone who has.

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 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.



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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. 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.