

## Luther Manor Continuing Precautions Related to COVID-19

September 18, 2020 4:15 pm

Good Evening from Luther Manor. The safety of our residents and staff remain 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. This includes outside visits only for our Terrace Independent Living Residents.

Thank you for your support, partnerships and commitment to our residents and staff as the pandemic continues to evolve. Please continue to connect with your loved ones as often as you can. Don't forget our Sharing God's Love team is here to help! Just email [SharingGodsLove@LutherManor.org](mailto:SharingGodsLove@LutherManor.org) to get started.

### Shout Outs of Thanks!

- **Thank you to our incredible housekeeping team, during Housekeeping Appreciation week!** They have been dedicated to their teammates and residents long before COVID-19, but since March have been so flexible, reliable and have gone over and above the call of duty to engage with residents, disinfect areas over and over, and maintain a positive attitude on even our most challenging days!



- **Thank you to Mike Draver and Quad for donating these great social distancing stickers to help us improve the look of our facility.** Much better than the blue tape we've been using:)



## Campus Happenings

- We are finalizing our “Safer Visits” plan for our Assisted Living - Courtyards and River Oaks residents to visit with their loved ones. This coming week, we will create a care plan for each resident that includes their desire for either outside, inside or continued FaceTime visits with their loved ones.
  - River Oaks visits will be either in a designated apartment near a side entrance or when outside, on the back deck overlooking the Milwaukee River.
  - The Courtyard visits will be held either on the first floor Layton patio or the Layton family lounge. Outdoor visits will begin on Monday, September 28th. Indoor visits will begin at a later date.
  - Each visit will be held between the hours of 10:00 am - 12:00 noon and 1:00 - 3:00 pm and are limited to 30 minutes, with 25 minutes in between for cleaning. Visitors are required to review our guidelines and sign an attestation form, confirming they will be complying with all guidelines. These guidelines will include the need for visitors to notify us if any COVID-19 symptoms appear after a visit.
  - Loved ones of our Courtyard Assisted Living residents should contact Shari in Life Enrichment to request a day and time. River Oaks visits should be coordinated through Kenny. Space is limited due to necessary disinfecting between visits and staff availability.
  - For Health Care Center residents, personalized care plans will be created beginning the week of September 28th. Outdoor visits will then start the week of October 5th in our Serenity Garden. Inside visits will be held in the Welcome Center at a later date. More details



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A Life Plan Community

to follow as we get closer, safety requirements are as described above, as is the anticipated scheduling process.

Thank you for your patience and understanding as we enter this new phase. Visits are so important and done correctly, they will not impede our ability to keep all residents and staff safe. It will take each of us acting in accordance with the guidance to keep it going. If a positive case occurs, we'll have to stop the visits per CMS guidelines. Remember that we're all in this together.

## Campus Update

- Unfortunately, it appears in spite of our new agreement with Spectrum they have sent some bills for basic cable services to our residents in error. The only residents impacted thus far have other Spectrum services, yet if you or your loved ones receive a bill or a large increase in your bill it is an error. Our Spectrum account executive reviewed the three residents that I was aware of and each one had already been corrected. He stated any resident should call the Bulk Tenant Customer Support department at 877-647-7732 to verify this or to correct. He assured me our residents should only pay their previous amount due and if the correction does not take place he would get it rectified. Please let me know if your loved one was impacted by this and it is not resolved.

## Interested in hearing more from us?

- Subscribe to receive email updates at [COVIDUpdates@LutherManor.org](mailto:COVIDUpdates@LutherManor.org)
- Visit our website at [www.luthermanor.org](http://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