



LUTHER MANOR

A Life Plan Community

Luther Manor Continuing Precautions Related to COVID-19

October 12, 2020 5:49 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.

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 to get started.

Campus Updates

- Last week we shared that a resident of our Courtyards Assisted Living tested positive for COVID-19. As a result, we transferred the resident to our COVID specialty unit in the Health Care Center and began testing all residents and staff. The results revealed that 11 residents and two staff are positive. The residents were all transferred to our COVID unit and contact tracing for staff was completed. We want to thank the families and loved ones for your understanding as we took swift action to care for those affected and protect everyone else. We continue working closely with the Wauwatosa Department of Health on steps to contain the spread. At their direction, today we tested all residents and staff in the Courtyards for a second time. In addition, we began testing all residents and staff in the Health Care Center as a precaution. Additional cleaning and disinfecting are underway, and we are reviewing safe handling, proper hygiene and PPE usage with our staff. These heightened precautions and ongoing monitoring are intended to help mitigate the spread. Because we will be doing additional deep cleaning in the Courtyards, your loved ones may mention that we were moving their personal belongings to ensure a thorough cleaning.
- Last week, we communicated that the COVID case required us to revert back to Phase I of our closure plan until the situation is mitigated and the Department of Health allows us to reopen. This is another critical step in stopping the spread. Unfortunately, this means we must reverse the previous easing of our reopening plans in the Courtyards and in the Health Care Center (required by the Department of Health as a precaution) that includes the following:
 - Canceling outside visits and window visits in the Courtyards - Facetime visits will take their place
 - Canceling outside visits in the Health Care Center - Facetime visits will take their place
 - Cancelling small group activities in both programs
 - Cancelling in person doctor appointments in both programs - Telehealth visits will take their place



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- Closing the beauty parlor for all residents, which will affect Terrace residents to use our beauticians

We understand this is disappointing and please know it was a difficult decision. Our top priority is stopping this virus and doing our best to keep COVID-19 from spreading. We are regularly checking in with all residents and delivering treats or something special to bring a little joy in an otherwise difficult time. We will continue to do our best to connect personally with each resident and react accordingly to our observations. We will continue to enrich the mind, body and soul of our residents regardless of what phase we are in.

With the state of Wisconsin being such a hotspot in the nation, we continue to recommend Independent Living residents use our screening stations for symptoms and/or a fever. Please encourage your loved one to stop by the main Terrace reception desks to be screened or to self-screen for temperature (over 100 degrees could be problematic), sore throat, cough, shortness of breath, diarrhea, runny nose, nasal congestion, a headache or a general subjective feeling of being hot or not feeling well. We urge them to contact their doctor if they have any of these symptoms that cannot be explained.

Shout Outs of Thanks!

- **Thank you to our Assisted Living Clinical and Leadership staff** who worked tirelessly since COVID-19 started and then spent the entire weekend working through contract tracings, making phone calls and helping residents get situated in their new temporary units in the COVID specialty unit.
- **Thank you to our facilities teams, housekeeping and materials management team** who worked earlier last week to reopen a unit in our Health Care Center so that we could accept admissions from areas of the state where hospitals and rehab units are at capacity. Little did we know that their prep work created the space so we were able to transfer all of our Courtyards patients to the specialty unit. We opened two days earlier than planned but we were ready to ensure their care.

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- Follow us on Facebook at [LutherManorWI](https://www.facebook.com/LutherManorWI)
- Call for daily messages on our COVID-19 Hotline, 414-831-9389