



LUTHER MANOR

A Life Plan Community

Luther Manor Weekly Happenings and Updates

October 29, 2021 5:43 pm

Campus Updates

- We wanted to give you an update and share our back up plan regarding the problem we are having with INBOUND phone calls. We are able to make outbound calls so we can call you if anything were to arise with your loved one at Luther Manor. Our telephone provider and technology support firm learned that we are being affected as a part of a three-state issue with phone lines. Providers across multiple states are working to determine the problem and identify a solution. Unfortunately, they cannot give us a timeframe for when the problem will be resolved. In the meantime, we have secured and assigned a cell phone to each program area so that our residents and/or their families and our staff can communicate directly with the specific areas. Those areas are as follows:
 - Try calling the typical phone number you've always called or the main switchboard at 414-464-3880. If you get an error message use one of the numbers below.
 - Main Reception Desk BACK UP # 24 hours a day 414-464-9050
 - Terrace Independent Living 414-239-0594 Reception Desk From 8 am - 4:30 pm Mon. - Fri.
 - Courtyards Assisted Living Reception Desk from 8 am - 4:30 pm Mon. - Fri. 414-239-2477
 - Courtyard Nurse Manager 24 hours a day 414-305-3622
 - Health Care Center Nurse Supervisor on Duty 24 hours a day 414-405-2161
 - Hospice 24 hours a day 262-367-1668
 - Terrace Supportive Living 24 hours a day 414-239-3611

The staff who will attend to these phones may not be available to answer when you call if they are attending to other duties. Please be patient in reaching us and with us getting back to you. Remember, this is only a problem with OUTBOUND calls. We can make outgoing calls if we need to reach you related to a resident matter. We hope this helps you stay informed while we work through this challenge and we will keep you, our residents and our staff informed as we progress with this.

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)