



LUTHER MANOR

A Life Plan Community

Luther Manor Weekly Happenings and Updates

November 10, 2021 4:55 pm

Campus Updates

- Our employee COVID Vaccine clinic remains on November 13th, to help our employees comply with our mandatory vaccination policy that requires first vaccines by November 15th.

As you know our resident vaccination and booster clinic was moved to November 20th. Our nursing leadership team members will be handling all necessary paperwork and online forms. If for some reason we are missing some key information or we need anything we will be sure to reach out to our residents' families. Thank you for your support as we continue to do all that we can to keep COVID in check.

- Have you received your COVID vaccine booster yet? To simplify my day on the 13th, I did mine this past Monday through a local Walgreens and their website and process could not have been easier. Don't delay, holiday gatherings are approaching and the further away you are from your second vaccination the more you need the booster.
- We continue to have consistency issues with our phone provider. The below assigned cell phones for each program area are still in use, so our residents and/or their families and our staff can communicate directly with the specific areas. As a reminder please try the number you have always called first or our main number, yet in case those do not work our backup cell phone numbers are below. Try calling the typical phone number you've always called or the main switchboard at 414-464-3880. If you get an error message on either of those please use one of the numbers below:
 - Main Reception Desk 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

As a reminder, 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



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reaching us and with us getting back to you. Remember, this is only a problem with INBOUND 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.

Please know we are looking at all leverage points to get this resolved, including a new telephone service provider. We take communication very seriously and will continue to do all we can to resolve this as fast as we can.

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)