



# LUTHER MANOR

A Life Plan Community

## Luther Manor Weekly Happenings and Updates

November 4, 2021 5:22 pm

### Campus Updates

- We wanted to give you an update that although our phone system appeared to be up and stable earlier this week, today we started having more inconsistent incoming call issues. We are able to make outbound calls, so we can call you if anything were to arise with your loved one at Luther Manor. This appears to be across multiple states again and we are working to identify a solution and options.

In the meantime, 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 as 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 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 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.

- We also wanted to inform you that the Resident Covid-19 Vaccine Clinic has been moved from November 13th to November 20th. Our staff clinic remains on the 13th. More details to follow as we get closer to vaccination day.



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