



## Coronavirus COVID-19 Frequently Asked Questions

### Q1. What is Lutheran Village at Miller's Grant doing to protect residents and prevent the virus from spreading to the community?

**Answer:** In addition to following our established infectious control protocols, we continue to adhere to the strict guidelines set forth by the Centers for Disease Control and the Maryland Department of Health, including:

- NO Visitors are allowed at the community, including the single-family homes. Not seeing friends and family is difficult, but is necessary to prevent the virus from entering the community. The only exception is essential visitors providing necessary medical care and they must pass our screening before entering the community.
- All team members must complete a health screening and temperature check prior to entering the community. They are required to stay home if experiencing any symptoms, including fever, cough, sore throat, runny nose, and/or shortness of breath.
- Everyone is required to wash their hands frequently with soap and water for at least 20 seconds or use a hand sanitizer that contains at least 60% alcohol.
- Environmental cleaning and disinfection procedures are followed and frequently touched surfaces are disinfected on a daily basis and as needed with an EPA-approved disinfectant.
- All communal dining and programs and activities are cancelled. The community is following the stay-at-home orders issued on March 30 by Gov. Larry Hogan and practicing social distancing. **If you leave the community, you should self-quarantine for 14 days.**



**In Assisted Living and the Health Care Center: On April 6, 2020,** Gov. Larry Hogan enacted an emergency to mitigate the spread of COVID-19 in Maryland nursing home facilities. Effective immediately, all LVMG staff who interact with residents will wear personal protective equipment; when possible, a separate observation and isolation area for residents has been created, and all testing will be expedited through the Maryland State Public Health Laboratory. You may read more [here](#).

**Q2. What happens if someone is showing symptoms or testing positive for COVID-19?**

**Answer:**

**Assisted Living or the Health Care Center** - Any individuals showing symptoms in the health care center or assisted living will be immediately isolated, assessed and provided medical care. All team members will be outfitted in gowns, gloves, eye goggles, and N95 face masks when caring for sick patients. The Department of Health will be contacted immediately. Residents, family members and team members will be notified.

**Residential Living** - If a resident is experiencing any symptoms, including fever, shortness of breath, or runny nose, they must stay in their home, call their physician and contact **Jena Britton at [JBritton@millersgrant.org](mailto:JBritton@millersgrant.org) or call her at 410-696-6818.**

**Q3. If an individual tests positive for coronavirus, will all residents and team members be tested for COVID?**

**Answer:** The Maryland Department of Aging explains how the CDC determines who qualifies to be tested for COVID:  
<https://youtu.be/y2YLL5rZcSE>



#### **Q4. What if my family member is experiencing symptoms?**

**Answer:** Residents from residential living who are experiencing symptoms including fever, shortness of breath, runny nose, must stay in their home, call their physician and contact Jena Britton at [JBritton@millersgrant.org](mailto:JBritton@millersgrant.org) or call her at 410-696-6818.

#### **Q5. If a team member tests positive for COVID-19, how will I know if this person has been in direct contact with me or my family member?**

**Answer:** When an individual tests positive for COVID-19, we work with the Department of Health to track the person's activities and interactions. They will notify you if they suspect you or your loved one has been exposed to the virus.

#### **Q6. How will you prevent the spread of the virus?**

**Answer:** Individuals testing positive for coronavirus are isolated in separate rooms and provided medical care. Healthcare workers wear Personal Protective Equipment, including gowns, gloves, eye goggles, and N95 face masks when caring for sick patients. Existing protocols and guidelines continue to be followed. When at all possible, the same nursing staff will care for those patients.

#### **Q7. I haven't seen or talked to my loved one. How do I know he/she is okay?**

**Answer:** If you're not able to call your loved one directly, email us at [LVMGCares@millersgrant.org](mailto:LVMGCares@millersgrant.org) and we will respond to you as soon as possible to arrange for a call or video chat.

#### **Q8. I (or my loved one) is running low on staple items such as milk, bread or eggs. What can I do?**

**Answer:** Residents may order grocery items through dining by emailing [reservations@millersgrant.org](mailto:reservations@millersgrant.org) or calling 410-696-6756.



### **Q9. Am I (or my loved one) allowed to leave the community?**

**Answer:** Gov. Larry Hogan issued a Stay-at-Home order and we expect our residents to comply. The only exception is for essential health care appointments or essential trips to the store. However, residents are encouraged to order grocery items through dining and toiletry items through housekeeping. We also encourage residents to take advantage of the delivery options available for supplies, medications, etc. There are also options for contactless pick-up for supplies at local stores (i.e. Safeway).

We request any resident who leaves the community and has contact with anyone outside the community to self-quarantine for 14 days.

**Click here** for guidelines on how to self-quarantine or visit [www.millersgrant.org/coronavirus](http://www.millersgrant.org/coronavirus) and click on COVID-19 Resources.

### **Q10. Can I exercise outdoors?**

**Answer:** Yes. Engaging in outdoor exercise activities on campus and off campus, such as walking, hiking, running, or biking, but only in compliance with social distancing guidance published by the U.S. Centers for Disease Control and Prevention (“CDC”) and the Maryland Department of Health (“MDH”). Residents must maintain physical distancing of six (6) feet or more while doing these activities.

### **Q11. Can I get my mail?**

**Answer:** Yes, you can. We recommend reducing your trips to get your mail to once or twice a week and to maintain a physical distance of six (6) feet or more while you do this. Wash your hands before leaving your apartment. We recommend only one person per elevator. If you see other people when you arrive at the mailboxes, stand back six feet away and wait your turn. Residents should wash their hands when they return to their apartment.



### **Q12 Can I take out my trash and recycling?**

**Answer:** Yes. Residents should wash their hands before leaving their apartment and upon return. Please abide by social distancing guidelines.

### **Q13. How do I handle paying my monthly Miller's Grant statement?**

**Answer:** Many residents are on ACH where bills are paid automatically through your account. If you would like to learn more about this option, please contact Jennifer O'Conner at [joconnor@lsmmd.org](mailto:joconnor@lsmmd.org) or 410-696-6716. You can also put the payment in the drop box in Administration as you normally do when you are coming down to check your mail.

### **Q14. If I'm running low on medication, how do I get refills?**

**Answer:** Many pharmacies are providing delivery service. We strongly encourage you to utilize a pharmacy that delivers, such as Crossroads. A list of pharmacies that deliver is attached or [click here](#). If you choose not to use delivery service, please arrange for a loved one to pick up and drop off your prescriptions. Once dropped off, we will gladly deliver it to your apartment.

### **Q15. What do I do if I'm running low on soap, body wash, toothpaste, toilet paper and other essential supplies?**

**Answer:** Housekeeping has created a [list of toiletry items](#) that can be purchased. Items include body wash, soap bars, toothpaste, detergent, toilet paper, paper towels, etc. **Please contact Elizabeth Espinal at 410-696-6754** for additional information. A form is attached for you to complete and leave on your front door shelf. Please contact Elizabeth Espinal at 410-696-6754 or Gabby Ott at 410-696-6753 when the form is ready to be picked up. Orders will be delivered each Monday and Thursday.