



April 2, 2020

Dear Residents,

By now you have heard our sister community, Carroll Lutheran Village (CLV) has four confirmed COVID-19 cases. Three residents in CLV's Health Care Center and one HCC team member. The residents are on Way of Love, our short-term rehabilitation unit, and had transferred to CLV from Maryland hospitals. Each resident has been isolated in separate private rooms where they are receiving medical care. Their team member is self-isolating at home. We pray that each of them has a full recovery and that their fellow residents and team members remain healthy and safe.

The team at CLV is trained and prepared to handle these cases and they are in daily contact with the Carroll County Health Department and the Maryland Department of Health. Our team is also prepared should the coronavirus spread to our community. Given the current widespread of the virus in Maryland, the possibility is very real. In addition to our established emergency plan and training, we've been preparing for weeks to contain and prevent the spread of the virus on our campus should it become necessary.

We understand you are concerned and have many questions. Here are answers to some of the most frequently asked questions. If you have questions not covered, please email us at [LVMGCares@millersgrant.org](mailto:LVMGCares@millersgrant.org) or call me at 410-696-6711.

### **Frequently Asked Questions - COVID-19**

#### **What is LVMG doing to protect residents and prevent the virus from spreading to the community?**

We can't stress enough how important you are to helping us first, keep the virus out of our community, and second, keep the virus contained should someone at our community become infected. Please, follow the following protocols set forth by the Maryland Department of Health and Centers for Disease and Prevention Control, including:

- Stay-at-home. No exceptions. UNLESS it's medically necessary. Please take advantage of ordering groceries for door delivery and have your medications delivered or dropped off by a friend or family member, rather than venturing off campus.



### ***What if I'm running low on essential supplies?***

If you are having difficulties obtaining essential supplies, please contact Marketing or Resident Life. As indicated earlier this week, Housekeeping will begin to have toiletry items for purchase next week. If you leave the community, you should self-quarantine for 14 days. Please contact Concierge if you plan to leave the community so we are aware.

*Every time a resident leaves the community and returns, they put their fellow residents and our team members at risk. Intentionally endangering the lives of our residents and team members by circumventing protocols may jeopardize your ability to remain a LVMG resident.*

- NO visitors are allowed at the community, including the single family homes. Not seeing friends and family is difficult, but it's necessary to prevent the virus from entering the community. The only exception is essential visitors providing necessary medical care and a screening **MUST** take place. **If you are aware of anyone not following this important procedure, please email [LVMGCare@millersgrant.org](mailto:LVMGCare@millersgrant.org) or call me.**
- 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.

### **What if I begin experiencing symptoms?**

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

**Assisted Living or the Health Care Center** - Any individuals showing symptoms in our health care or assisted living will be immediately isolated, assessed and provided medical care. All team members will be outfitted gowns, gloves, eye goggles, and N95 face masks when caring for sick patients. Our PPE is COVID-19 approved, and we



know from the CDC that the protection works. The Department of Health will be contacted immediately and they are responsible for arranging for COVID testing. Residents, family members and team members will be notified.

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

No. At this time, the Maryland Department of Health only tests individuals who are showing symptoms of COVID-19

**If a team member tests positive, how will I know if this person has been in direct contact with me or my family member?**

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 and give you guidelines to follow regarding a possible 14-day self-quarantine.

**How will you prevent the spread of the virus?**

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.

**I haven't seen or talked to my loved one and want to know they are all doing okay.**

If you're not able to call your loved ones 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.

These are challenging times for everyone. We appreciate our team members doing their very best to keep all of our residents safe while maintaining some sense of normalcy and routine. We continue to pray for our CLV family and for the health and safety of our LVMG residents and team members.

If you have concerns or questions, please email us [LVMGCare@millersgrant.org](mailto:LVMGCare@millersgrant.org).

Be well,

Michelle Rosenheim  
Executive Director  
Lutheran Village at Miller's Grant