

Monthly Update

Resident, Family and Team Update
Thursday, September 10, 2020



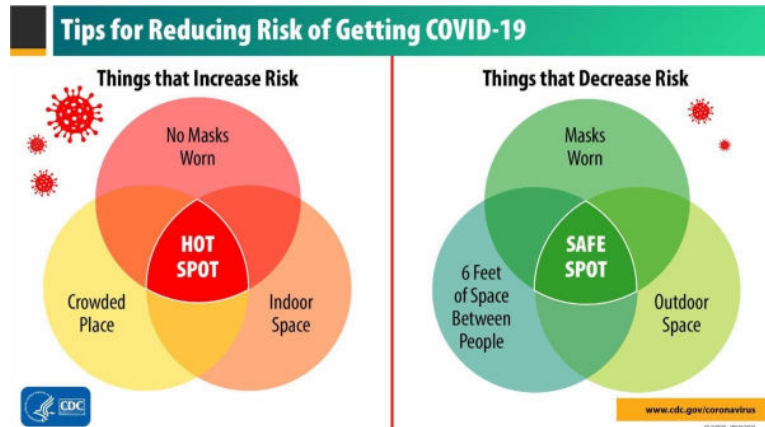
From the Executive Director

Dear Residents, Family and Team Members,

COVID Updates:

We are happy to report that there have not been resident or team member positive cases at Miller's Grant in over 35 days. The last positive cases are listed:

- Independent Living residents: Aug. 3 - 38 days
- Assisted Living residents: N/A - no positive cases to date
- Health Care Center residents: May 31 - 102 days
- Team members: July 28 - 44 days



Miller's Grant is conducting weekly testing of the Health Care Center and Assisted Living team members, per regulatory requirements.

LMMMD, CLV and LVMG leadership continues to communicate weekly with an industry advocate organization (i.e. Leading Age) to obtain updates and potential solutions to reduce and eliminate future expenses.

We remain in close contact with the county and state health departments and continue to stay current on all updates and regulations.

Visitations:

- **Independent Living:** essential visits are still underway. The community is working with LMMMD to finalize a date and procedures for indoor visits. Outdoor visits continue and are encouraged.
- **Health Care and Assisted Living:** the team continues to do a wonderful job with electronic and outdoor visits. Each month, the team averages 100 facetime calls and 45 outdoor visits, which is our only visitation option. When this policy changes and we are approved by the county health department to move to the various phasing levels, you will receive notification from Alicia Hartnett, director of health care services. In the meantime, you may contact her with questions at ahartnett@millersgrant.org or 410-696-6782.

Eversound headphones are being used to enhance quality of life with programming and visits.

Resident Life and Resident Enrichment:

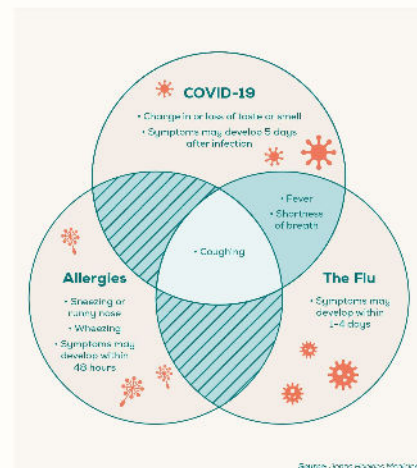
- **Independent Living:** Resident Life continues to offer virtual and in-person programming. Common spaces are open with protocols to keep everyone safe. Stream Spot has allowed programming to be viewed in resident apartments. Refer to the monthly Flourish newsletter for additional information.
- **Health Care and Assisted Living:** Resident Enrichment has done an excellent job with engaging residents in small group and one-on-one programs and more.

Masks and Social Distancing:

At my last Updates from the Executive Director, I shared a video on proper mask wearing. It is imperative that your mask cover your nose and mouth. Social distancing of 6 feet or greater, wearing your mask and good hand hygiene are instrumental in staying healthy and reducing the spread of COVID-19. View the following videos from the Centers of Disease Control and Prevention:

- **High Risk Populations**
- **General Public**

COVID-19, Allergies, and the Flu



WorxHub:

We are seeing success with the new maintenance work order system Worxhub. In the month of August, our facilities team completed 50% of work orders in the same day! And 67% of work orders in less than two days. For the entire month of August, there were 331 work orders completed with a completion rate of 84%. If you need assistance with submitting request through Worxhub, please contact Gabby Ott at 410-696-6753 or gott@millersgrant.org.

Best of Howard County Voting:

Miller's Grant was nominated for Best Senior Housing Community in Howard Magazine's Best of Howard Readers' Choice Poll. The winners are chosen by popular vote, so we need your help!

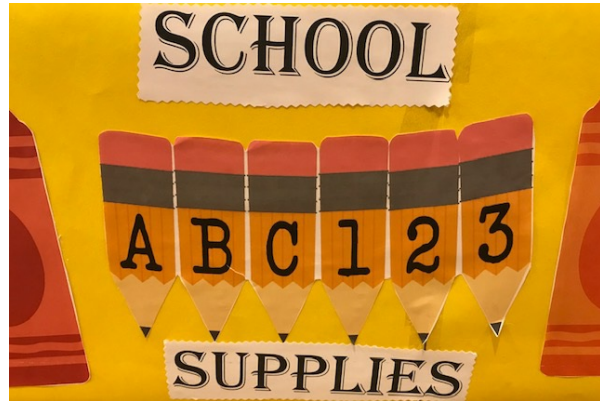
If you have an email address, you can vote every day until 5 p.m. on Sept. 14

Start voting!

Our team and residents have shown true resilience this year, and being recognized for the second year in a row is a great way to highlight our community!

Community Outreach:

Miller's Grant has supported Prepare for Success since opening. This year we will also be supporting underserved families in Howard County and Baltimore City. The Hampden Family Center in Baltimore and Columbia Community Cares are accepting:



- school supplies
- hand wipes
- snacks

Donations can be placed in the marked box in the Main Street Living Room.

Please contact me at 410-696-6711 or LVMGCares@millersgrant.org with your questions. You can also call the LVMG Cares Hotline at 410- 696-6770.

Take care and be well.

Michelle Rosenheim
Executive Director
Lutheran Village at Miller's Grant



The Lutheran Village at MILLER'S GRANT
9000 Fathers Legacy - 410-696-6700 - www.MillersGrant.org

