

Executive Director and Coronavirus (COVID-19) Update

Resident, Family and Team Update
March 14, 2023

From the Executive Director



Dear Independent Living Residents, Family and Team Members,

I hope everyone is catching up after losing an hour of sleep. To me, the loss of sleep is worth it because the sun shines longer each day, and spring will be here soon.

Resident Engagement Tool: Touchtown

Last week, Resident Life hosted two Touchtown launch parties with over 80 residents in attendance. Residents had the opportunity to receive their username and password and download the app. The app features:

- Flourish
- Resident and team member directories
- Menus
- And more

We plan to add more applications, including WorxHub, in the future.

Residents can learn more about Touchtown, including how it works, at Touchtown Tuesdays, every Tuesday. Residents who have not received their username and password should do so as this engagement tool is a great way to stay connected.

Executive Director Update

I enjoyed seeing many residents at the March update. Those who were unable to attend in person or watch the live stream can watch the recording on Stream Spot.

A lot of exciting and important updates were shared including spiritual life events, construction, and personnel updates, Touchtown, facility projects, point of sales information and more.

Online Reviews

Online reviews have become increasingly important as more consumers search the Internet to learn about places to live, individual experiences, where to eat and more. They assist with consumer education and information. This month, our team members have been challenged to share their experiences on various platforms.

I encourage residents and family members to do the same at bit.ly/reviewLVMG. In three easy steps, residents and family members can:

- Rate how likely they would recommend us to a friend or colleague
- Add their name and email for verification
- Submit a Google review or Facebook recommendation

Get to Know Nichole Scherr

Our latest leadership interview series features, Nicole Scherr, director of health care services.

A native of Reisterstown, MD, Nicole reveals personal and professional insights including being the only the girl growing up with five brothers. She also discusses her administrator-in-training experience, and how having five brothers helped her handle her current position. Discover more about LVMG's director of health care services and her future plans.

What better timing with Long-term Care Administrator's week being this week! Thank you, Nicole for the incredible job you do, each and every day.

Watch the video on our [blog](#) or on social media. Our presence on social media is a great opportunity to see residents and team members in action, learn of LVMG news and more. Follow us on:

- [Facebook](#)
- [Instagram](#)
- [Pinterest](#)
- [YouTube](#)

Social Worker Month

Join me in wishing a happy Social Worker Month to Casey Rivest and Michalea Lauterbach. Casey and Michaela are instrumental to providing quality care and services to our residents. They practice and demonstrate our core values daily.

COVID-19 Updates

Active Cases:

Independent Living: 2

Health Care: 0

Assisted Living: 0

Team Members: 0

Contact LVMGCares@millersgrant.org or the LVMG Cares Hotline at 410-696-6770 with your questions.

Take care and be well,
Michelle Rosenheim
Executive Director
Lutheran Village at Miller's Grant

The Lutheran Village at Miller's Grant
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