



CORONAVIRUS (COVID-19)

WEEK 1 – UPDATE

March 13, 2020

Dear Valued Team Member,

The coronavirus (COVID-19) situation continues to evolve in our nation, state, and local communities. We understand you are concerned about how this impacts your own health and safety, as well as the health and safety of your family, friends, and the residents we serve.

Please know the safety and health of our staff and residents has always been and continues to be our highest priority.

At this time, Carroll Lutheran Village and The Lutheran Village at Miller's Grant have not been directly impacted by the virus. We remain vigilant in our efforts to keep our communities safe. Upon learning of the COVID-19 virus, we took immediate action, following recommendations from the Centers for Disease Control and Prevention (CDC) and state of Maryland. Here are some of the things we've done:

Coronavirus Task Force

- We created a Coronavirus Task Force that meets daily to track the latest developments and make necessary adjustments to our plans and procedures. Ken Connelly, Vice President of Operations is leading our efforts.

Restriction and Limitation of Visitors to CLV & LVMG

- We are limiting outside visitors from our Communities and restricting all visitors from our Assisted Living and Health Care Centers. Many meetings are being held with the use of technology rather than in person, and we've postponed major events.

Health Screening of Employees and Visitors

- We've instituted health screenings of everyone coming into our Communities. Individuals coming into our buildings will be asked to complete a short health screening questionnaire and have a temperature reading.



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- You will also complete a health screening questionnaire and will have a temperature reading every day before you report to work. For now, regardless of where you work, you'll need to enter the building at certain entrances only:
 - At CLV, please enter through the main entrance at 300 St. Luke Circle.
 - At LVMG, please enter through the Terraces concierge entrance.

- When tested, if your temperature is higher than 100.0, you'll be asked to go home until your temperature is normal for 24 hours. If you are experiencing signs of illness, including cough, fever, sore throat, runny nose, and/or shortness of breath you may be asked to stay home until you are better.

Dining Venues

- Self-serve dining stations like the salad bar have been replaced with pre-made offerings. We will no longer be serving family members or outside guests in any dining venue.

Supplies

- The work you do is important! We have adequate supplies and access to supplies so that you can be effective now and in the future.

Resident Social Engagement

- All outside supported programs are cancelled until further notice. Resident-run programs and social activities will remain on the calendar, and will be important in these stressful times.

Resident Transportation

- Transportation will be limited to medical appointments, pharmacy and shopping runs for groceries, supplies, etc.

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What You Can Do

The CDC recommends the following to prevent getting Covid-19:

1. **Take care of your own physical and emotional health.** The majority of us have never experienced anything like the Coronavirus pandemic. It is perfectly normal to wonder what's going to happen tomorrow and beyond. Some things you can do to support yourself:
 - Get plenty of sleep
 - Try to eat healthy meals
 - Exercise, meditate, and do other things that relieve stress for you
 - Avoid constant exposure to news about COVID-19
 - Connect with others, and share your concerns with friends or family
 - Maintain a sense of hope and positive thinking
 - Use our Employee Assistance Program at 1-800-854-1446 or www.unum.com/lifebalance
 - **Know that you are valued by us!**
2. **Stay home if you are sick.** At this time, we request that you stay home and call your health provider if you have any symptoms of respiratory illness. These symptoms include a cough, fever, sore throat, runny nose, and/or shortness of breath.
3. **Tell your supervisor if you develop respiratory symptoms while at work.**
4. **Wash your hands frequently with soap and water for at least 20 seconds!** Handwashing is one of the best ways to prevent the virus. Please wash your hands several times a day, and especially before and after interaction with residents. Use hand sanitizer that we provide in between hand washing.
5. **Cover your mouth and nose with a tissue when coughing or sneezing** and throw the tissue in the trash. If you don't have a tissue, sneeze or cough into your arm.
6. **Routinely clean all frequently touched surfaces in the workplace,** such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. No special cleaning is necessary for COVID-19.



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7. **Stay informed with the facts about Coronavirus and Covid-19.** Our Coronavirus Taskforce is gathering the latest information and facts from the CDC, state, and more. We'll communicate with you weekly and share information via email and on our website and employee bulletin boards.

Please know how very much we appreciate you and the work you do! The Coronavirus is unprecedented in our generations' history. We need your help in preventing COVID-19 from spreading into our CLV and LVMG. Together, with your vigilance and our preparation, we can maintain the safety and health of our Communities.

Thank You -

A handwritten signature in black ink that reads "Jeff Branch".

Jeff Branch
President / CEO
Lutheran Social Ministries of Maryland