



CORONAVIRUS (COVID-19)

WEEK 2 – UPDATE – March 17, 2020

March 17, 2020

Dear Valued Team Member,

Thank You for your continued dedication to residents during this national emergency! Now more than ever the work we do is vitally important!

The safety and health of our staff and residents has always been and continues to be our highest priority. We are taking extraordinary precautions to prevent the spread of the Coronavirus. We also want to keep you informed about the actions we're taking! Here's an update:

CORONAVIRUS TASK FORCE

- Our Coronavirus Task Force led by Ken Connelly, Vice President of Operations, continues to monitor the ever-changing information from the CDC, Dept of Aging Services in Maryland, federal and state governments, and more. We continue to make adjustments in our processes as required to be as safe as possible.

HEALTH SCREENING OF ALL EMPLOYEES AND VISITORS

- Thank you for your cooperation with our prevention screening process! It makes a big difference in keeping us all safe!
- Everyone coming into our buildings, including team members and essential visitors as described below will continue to complete a short health screening questionnaire and have a temperature reading.



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- Please continue to enter our buildings through these entrances only:
 - At CLV, please enter through the main entrance at 300 St. Luke Circle.
 - At LVMG, please enter through the Terrace 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.

- If you have recently traveled abroad, before you come back to work you'll need to:
 - Self-quarantined for 14 days and pass the screening

 - OR

 - Get a coronavirus test and show proof of a negative result

- Visitors whose temperature is above 100 degrees or who answer "YES" to any of the screening questions will be denied allowed to come into the building.

EXPANDED RESTRICTIONS AND LIMITATION OF VISITORS TO CLV & LVMG

Due to the continued threat of spreading the Coronavirus, we've expanded our visitation restrictions:

- We continue to restrict visitation to our Health Care Centers and Assisted Living.

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- As of 3/17/20 Residential Living residents will be limited to one “essential” visit per day. Essential visitors include:
 - Medication and medical supply deliveries
 - Essential home health professionals (such as Right at Home and Visiting Angels)
 - Deliveries of food or groceries
- Vendors, contractors, UPS, Fed Ex and United States Postal Service personnel who do business with the community will be allowed entry but must follow the screening process above.

DINING

- Effective 3/17/20, communal dining will be discontinued. We'll offer free a delivery service to residents instead.
- Dining for LVMG Team Members:
 - Carryout meals for staff will be offered from 2:00 – 2:30pm and 6:00 – 6:30pm in the Bistro.
 - Please call Dining Services between 11:00am – 4:30pm to place a carryout order.
 - Credit or debit cards will be accepted
- Dining for Team Members at CLV:
 - Carryout meal for staff will be offered between 12:00noon and 6:00pm in the Café.
 - Please call Dining Services between 11:00am - 4:30pm to place a carryout order.
- We'll soon have an email address you can use for placing orders.

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FITNESS CENTER AND POOL

- Due to Governor Hogan's mandate, the CLV and LVMG Fitness Center and Pool will be closed until further notice. See below for ideas about

SOME TEAM MEMBERS ARE WORKING OFFSITE

- As part of our strategy to reduce the risk of bringing Coronavirus into our communities, we have asked some staff members to work from home if their jobs have been approved to telework.

What You Can Do

Confronting the worldwide COVID-19 pandemic has been described as a war. That puts us, and the important work we do on the front lines! Here are some things you can do to stay strong and healthy for challenging days ahead:

- 1. Take time to take care of yourself – both physically and emotionally.**
 - Get plenty of sleep.
 - Try to eat healthy meals.
 - Exercise, meditate, practice yoga and mindfulness, and do other things that relieve stress for you.
 - Go outside! The weather is supposed to be nice for the next few days, so take a walk, ride a bike or do other fun things outside!
 - News about the Coronavirus is everywhere. Occasionally turn off the TV and your phone and enjoy something else.
 - Connect with others and share your concerns with friends or family.
 - Maintain a sense of hope and positive thinking. We will get through this together!
 - Use our Employee Assistance Program at 1-800-854-1446 or www.unum.com/lifebalance
 - **Know that you are valued by us!**

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2. **Practice Social Distancing.** This means increasing the space between yourself and others to six (6) feet. Only go out in public when you must. Instead, stay in touch with others and have get-togethers by phone or social media rather than in person.
3. **Stay home if you are sick.** 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.
4. **Tell your supervisor if you develop respiratory symptoms while at work, or if you live with someone who has been diagnosed with COVID-19.**
5. **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.
6. **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.
7. **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.
8. **Check out CLV's and LVMG's Website. We've created a "For Team Members" section on our Coronavirus COVID-19 page.** There you will find messages from me, our Coronavirus Taskforce, and HR. We'll keep you up to date with the latest information and facts from the CDC, state, and more.



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9. Think Before You Click, and Please Open Emails you trust are from Us! Our cybersecurity training has taught us to Think Before We Click, so we thank you for being careful about opening emails. However, we'll be sending legitimate surveys to you from Paycom and emails to your personal accounts. Please read and respond!

I've been overwhelmed at the positive, can-do attitude of team members! On behalf of our myself and our executive staff, Thank You! Together 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 / CEOs
Lutheran Social Ministries of Maryland