



Coronavirus (COVID-19)

Family Update

April 21, 2020

From the Executive Director

Dear Carroll Lutheran Village Families,

Fred Rogers used to say, “Look for the helpers” during times of crisis. We don’t have to look far at Carroll Lutheran Village to see who the helpers are: residents, housekeepers, dining, healthcare, social work, maintenance, IT, and you, the residents’ family members.

Not seeing your loved ones is difficult. Your video chats, texting, Facetime, phone calls and letters go a long way. We’ve shared your messages and photos sent via FB with residents and their smiles are contagious. Thank you for helping us help you stay connected with your loved ones.

COVID-19 Update

Our healthcare team is balancing exceptional care with compassionate care during what I know is a very stressful time for everyone. Their tireless dedication, I believe, contributes to our outcomes being better than expected.

In the Health Center there are a total of 32 individuals and 10 staff members who have tested positive for COVID-19; three individuals have died in connection with the virus. Please keep in mind, these are cumulative numbers. Of these:

- Nine residents are on the other side of 14 days since being diagnosed.
- One has successfully discharged home.
- Staff who had tested positive are recovering and returning to work.

There are zero confirmed cases of COVID-19 in independent living and zero confirmed cases in Assisted Living. We remain vigilant in adhering to all preventive measures and protocols we have in place, including:

- Team members working in the Health Center are not providing care or service anywhere in the Independent Living or Assisted Living buildings.
- All staff members caring for sick patients wear personal protective equipment (PPE).
- We track our PPE inventory daily. We have several avenues that are filtering us PPE and we have strong relationships with the local health departments for additional resources if needed.



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- **All team members** throughout the community must undergo health screenings and temperature checks prior to and at the end of each shift.
- **All health care workers** are screened and temperature checked prior to the start of each shift, every 8 hours and before leaving the facility.
- Our COVID-19 task force continues to meet daily and take direction from the Carroll County Department of Health and the Maryland Department of Health.

A reminder for those of you who have family in Independent Living:

- There are zero coronavirus cases in Independent Living.
- **Residents are requested to remain at home** in the community unless they have an essential reason to leave (i.e., a medically required doctor's appointment).
IMPORTANT NOTE: Residents who leave the community to an area of known COVID-19 activity are encouraged to complete a health screening and temperature check upon their return and are requested to self-quarantine for 14 days.
- Residents are requested to wear cloth masks when leaving their home for any reason, including picking up their mail.
- There are **No Visitors Allowed**, except to provide essential health care or compassionate care to residents. These essential visitors must complete a health questionnaire and have their temperature checked before entering the community.
- Residents not feeling well or experiencing symptoms that include fever, cough, or shortness of breath, should call their primary physician and remain at home. They should also contact Ashley DiMaggio, Infection Preventionist, at 443-605-1022.

Keeping You Informed is a Priority

These Tuesday letters are among a handful of tools we use to keep you updated. All residents and family members who subscribe to our email will receive these updates via email. A printed version of these letters is also placed in residents' mailboxes. Anyone can subscribe by visiting www.clvillage.org and clicking on the "Subscribe" button at the top of the homepage.



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Other avenues available to obtain information, ask questions or voice concerns:

VISIT - www.clvillage.org/coronavirus

CALL - CLV Cares Hotline: 443-605-1013

EMAIL - CLVCares@clvillage.org

SOCIAL MEDIA - On Facebook our FB handle is [@carrolllutheranvillage](#)

Thank you,

John B. Henry
Executive Director
Carroll Lutheran Village