



Coronavirus (COVID-19)

Resident Update

April 21, 2020

From the Executive Director

Dear Residents,

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: housekeepers, dining, healthcare, social work, maintenance, IT, family members, and of course, you.

We value your cooperation and support during these challenging times. We appreciate your patience and grace as we do our very best to fulfill our promise to you. Despite social isolation and stay-at-home requirements, life at CLV continues. We’re making the best of the situation by getting creative and being resourceful.

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 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 Few Reminders:

- **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.

How We Are Keeping You Informed

Access to accurate information is necessary for keeping perspective, staying hopeful, and keeping anxiety at bay. Communicating with you and your family is paramount and since the start of this crisis we've kept you informed using a number of tools:

Tuesday Letter from Executive Director

This weekly letter informs you of:

- Additional positive COVID-19 cases or COVID-19 related casualties in the Health Center.
- COVID-19 recoveries in the Health Center.



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- Changes in operations, programs, and services related to COVID-19.
- Local, state, and national mandates that impact you or our community.

Special Announcements from Executive Director

These announcements inform you of:

- The first positive COVID-19 case in a new area of the community, such as Assisted Living or Independent Living.
- Timely announcements that affect the health, wellness, safety of residents and team members.

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.

Drawing Room Meetings

Held on the third Friday of each month at 10 a.m., you can view the meeting on Channel 24. The video of this month's meeting is on our Wellness Channel at <https://www.youtube.com/watch?v=F91PrrPc2sU>.

Life Enrichment Updates

Emailed to residents and printed and placed in mailboxes.

How Can We Do Better?

We value your feedback and want to hear from you. You and your family are encouraged to email or call us anytime with your questions or concerns:

VISIT:	CLV's website: www.clvillage.org/coronavirus
CALL:	CVL Cares Hotline: 443-605-1013
EMAIL:	CLVCares@clvillage.org
SOCIAL MEDIA:	On Facebook for a peek inside life in the Community. <i>Our FB handle is @carrolllutheranvillage</i>

Take care,

John B. Henry
Executive Director
Carroll Lutheran Village