



## **COVID-19 Frequently Asked Questions**

### **Knowing that residents have been asked to “stay at home” in their rooms, what is being done to minimize staff movement throughout the building?**

As an added precaution, where we can, our team members have been assigned to specific sections of the building, not just in providing care and services to our residents, but also where they take their breaks to minimize interaction. Any team members working with individuals in the isolation unit do not work with residents in other areas of the building.

### **What is the current protocol for staff using Personal Protective Equipment (PPE), and how are you keeping up with your supply needs?**

All team members began wearing face masks throughout their work day prior to Governor Hogan’s PPE mandate. This practice continues, but in an effort to preserve our supply, the distribution of the masks is very deliberate. We are working with our supply vendors, local and state officials and FEMA to ensure the continuance of our supply. Additionally, we are working with the other communities within National Lutheran to secure additional resources.

### **What happens if my loved one begins experiencing symptoms of COVID-19?**

As with any change in medical condition, our protocols require that we make collaborative care decisions with the resident and their health care power of attorney, if directed to do so by the resident. If the resident is tested for the virus and the test returns positive, the resident and the POA will continue to be involved in the decisions surrounding the resident’s care. The resident’s personal wishes in their advance directive will be considered in the treatment plan.

### **Are new residents being admitted to The Village at Augsburg?**

We continually evaluate admissions to the community based on room availability and our ability to meet the needs of the person, while safeguarding our community. When new residents are admitted to the community, they are free from symptoms of COVID-19 upon admission, are quarantined for a minimum of 14 days under observation protocols.

### **What does isolation protocol mean?**

As we are a health care setting, isolation protocols are part of our standard operating procedure when infection control protocols are required, including suspected symptoms of COVID-19 or a positive test result. For COVID-19 isolation protocols, any team member entering the resident's room (clinical and non-clinical) has been trained on the use of appropriate Personal Protective Equipment (PPE), which may include eye protection, a face mask, a gown and gloves. The team is following current guidelines for PPE use and appropriate hand hygiene after providing care or services to that resident.

### **Since COVID-19 is now in the building, should I take my loved one out of the building?**

Based on the knowledge that we have currently, we do not believe that there is an advantage to taking your loved one from The Village at Augsburg. As the virus continues to spread throughout the greater Maryland region, we believe that your loved one is in the best place to get the most appropriate care. If you'd like to discuss your options, you can speak with a member of the clinical team.

### **Knowing that many of the residents at the community have therapy services as part of their daily schedule, how is therapy being provided to the residents?**

Although the therapy gym is closed during this time, we have assigned our therapists to specific neighborhoods to provide therapy services in the residents' rooms. If you'd like to consider adding physical therapy or occupational therapy to your loved ones daily schedule, please contact your loved one's nurse.

### **I've heard about the Strike Teams from Governor Hogan. Have there been any Strike Teams at The Village at Augsburg?**

No, there have not been any Strike Teams at The Village at Augsburg. These Strike Teams would act in partnership with us if requested by us, the local health department, or Maryland Department of Health (MDH) infectious disease experts.

### **Acknowledging that working in this dynamic environment is very difficult for the staff, what's being done to keep them encouraged?**

Our team members love working at The Village at Augsburg because of the residents and each other. We know that this time can be very stressful for them, not only as they balance the COVID-19 changes at work, but also in their personal lives. Our aim is to exhibit our We CARE values to them through small acts of appreciation on a regular basis with things such as free meals. Additionally, National Lutheran Communities & Services recently launched Operation Gratitude for each of our team members physically working in the community. Operation Gratitude will provide supplemental payments to these frontline team members throughout the pandemic.