

Date: August 3, 2021  
To: Augsburg SNF Residents and Families  
From: John Ottena, Healthcare  
Administrator  
Subject: Path Forward Community Update



THE VILLAGE AT  
**AUGSBURG**  
A National Lutheran Community

It has been an eventful month as residents and team members are able to enjoy time in the community in a new normal. We have been so excited to have families back in our community and see residents enjoying mingling amongst each other again. We are also grateful for your continued dedication to keeping COVID-19 out of our community and complying with all the safety measures we have in place.

Rest assured, this memo does not come with bad news. We know there is a lot of trepidation as COVID-19 cases rise nationally, especially with the severity of the delta variant. Right now, Augsburg is still free from the virus. We continue to monitor residents and team members for symptoms daily. We are also testing non-vaccinated team members monthly and will adjust the frequency if the county positivity rate goes over 10%. The good news is 62% of eligible individuals in Baltimore County have received at least one vaccination, which will help us all in the fight against COVID-19. We will inform everyone immediately if there are any changes at Augsburg or if any local or federal guidelines change and we have to implement new measures. For now, we ask each of you to remain vigilant as you visit the community and to avoid visiting if you are feeling at all unwell.

Since Rusty (executive director) and I arrived at Augsburg, we have been committed to providing communication that is more transparent. As a part of this, we want to make everyone aware that in a recent survey, the skilled nursing neighborhood received a minor citation on a survey binder and staff scheduling. We have a survey binder located by the elevator on the first floor, outside of the Powdermill (rehabilitation) neighborhood. In the binder, you will find all the information from previous surveys and the plan of correction that we put into place to address the concerns identified by the state.

We have also revamped our daily staffing schedule. Along with the nurses and nursing assistants that are working the day and shift identified, we have added what rooms they will be taking care, the team member to resident ratios and the hours the staff are working. The location of the schedule has moved to the bulletin board across from the nurse's station on both floors as well as on the bulletin board on the rehabilitation neighborhood. We wanted to make sure the schedule was more user friendly and visible for all residents and visitors.

As always, we are grateful for your support. All updates can be found online at:  
<https://www.thevillageataugsburg.org/covid-19-updates/>.

# MEMORANDUM