



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

Date: November 18, 2021  
To: All AL and SNF Residents and Families  
From: John Ottena, Healthcare  
Administrator  
Subject: Path Forward Community Update

Yesterday we learned a team member has tested positive for COVID-19. We are conducting contact tracing and testing individuals who have had direct contact with this individual. Until now, this would have shut down visitation to our community, however, late last week we received new guidance regarding visitation from the Centers for Medicare and Medicaid Services (CMS). We have spent a couple days reviewing in order to give everyone an accurate picture of how we are moving forward.

The change they have announced is that we will no longer restrict visitation, even during an outbreak. This means visitors are welcome in our community 24/7. While we are able to loosen visitation restrictions, we must continue to enforce infection control measures.

Our continued infection control measures in regards to visitation include:

- Every visitor will be screened for symptoms of COVID-19 upon arrival
- Every visitor must wear a mask while walking to your loved ones room
- All visits must continue to take place in your loved ones room and not in common areas
- Once in your loved ones room, **vaccinated** individuals can remove masks
- **Unvaccinated** individuals (including children) must remain in a mask at all times
- Please remain socially distanced from team members and other residents during your visit
- Continue to practice proper hand hygiene during your visit
- **If you are feeling even the slightest bit unwell, please plan to visit at another time**
- If you are feeling unwell, we can still assist in arranging a virtual visit with your loved one
- If you are visiting after 7 p.m., please use the below phone numbers to contact our team for a screening and allow you access to the community  
**Skilled Nursing:** 410-486-4573  
**Assisted Living:** 410-916-1388

While we fully support this move by CMS, we do so with equal levels of excitement and trepidation. We know that seeing loved ones is a crucial component of wellness for residents. However, we are also concerned about the potential spread of COVID-19 and the seasonal flu as we enter flu season. I know that like us, each of you wants the best for your loved ones and the other residents in our community. We appreciate your continued dedication to infection control and keeping everyone healthy.

We also ask for your patience as we establish a new routine after hours. We welcome your feedback should you run into any challenges.

As always, we are grateful for your continued support in keeping your loved ones and everyone at The Village at Augsburg healthy. All updates can be found online at: <https://www.thevillageataugsburg.org/covid-19-updates/>

# MEMORANDUM