

A publication of and for all employees of Lutheran SeniorLife

Employee Newsletter - Special Edition

Lutheran SeniorLife would like to thank everyone for the extraordinary work you are doing amid the Coronavirus (COVID-19) situation. At this most challenging of times, when Lutheran SeniorLife is on the front lines of caring for the most vulnerable, your service and dedication are critically important to those who depend on us. We are very grateful and appreciative.

In addition to the outstanding work you are all doing caring for and protecting our residents, patients, participants and staff, many are going above and beyond with innovative ideas to make this very difficult time special for whomever you can.

The news about COVID-19 changes daily, even hourly, but you have stepped up to the challenge and we wanted to share some of the great things that are going on everyday and how we are taking care of each other in this special edition of the employee newsletter.

Valley Care Association Helps Participants With Special Outreach Project



Staff members pictured: (left to right), Darlene Kokai, Lori Bentz, Charlene DePace and Deb Hoffman.

The staff at Valley Care recently completed a participant outreach project which consisted of phone calls and care packages delivered to approximately 20 adult day services participants.

Caregivers also checked in to make sure participants had everything they needed while the Ambridge location remains temporarily closed. In addition, the location assessed each person's mental health and asked if they wanted to speak with a pastor or spiritual support professional.

Participants' care packages consisted of food staples, tissues, and reading materials that were personally delivered to each client's home.

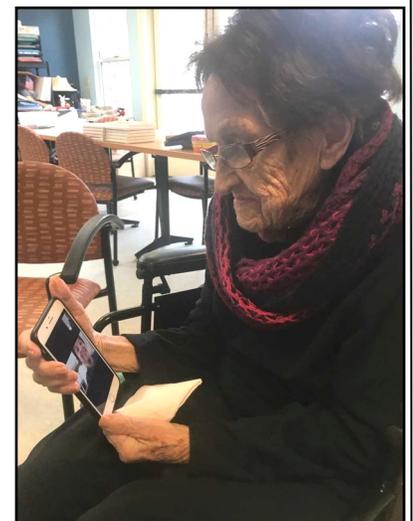
SilverSmart™ Technology Providing Virtual Visits for Families

Due to the COVID-19 virus, many of our senior living locations have implemented a no visitation policy. Though this procedure has kept our residents safe, it has resulted in many long, isolated days.

SilverSmart™ Technology and RoseCrest Assisted Living are just two of the many locations and programs working to combat those feelings of loneliness with virtual visits.

SilverSmart™, in particular, has connected approximately 20 residents with loved ones via virtual visits since March 20. Included in these video calls were spouses, children, grandchildren, great-grandbabies, dogs and even a horse! There were happy tears, giggles, smiles, blown kisses and lots of "I love you's". Securing additional laptops and tablets, and the recruitment of more staff are now underway to expand the program to more residents throughout our system.

At right, RoseCrest resident, Theresa, FaceTime's with family as a way to connect with loved ones during the COVID-19 no visitation policy.



PPE Shortage Has Lutheran SeniorLife Staff Getting “Sew” Creative

There is much being done to obtain personal protective equipment, (PPE), but with a high demand nationally, it has become challenging.

VNA, the LIFE Programs and St. John are just a few of the locations and programs responding to the PPE shortage by making fabric masks to be used by Lutheran SeniorLife if the current supply were to become depleted.

While these fabric masks are not approved for COVID-19 cases, they will provide at least some level of protection in the event of a PPE shortage. Wearing the masks can also make our residents, patients and participants feel more comfortable.

We have set an early internal goal of 1,000 masks and are asking for volunteers to sew and make donations so they can be distributed throughout Lutheran SeniorLife.

If you know anyone who may be able to assist, please share the following link with video instructions: <https://youtu.be/4FB--BOyTiULSL>, or for written instructions: go to <https://bit.ly/2UiMwTk>.

Drop-off points for donated masks are: Lutheran SeniorLife Corporate Office at 191 Scharberry Lane in Mars and VNA, Western Pa. at 154 Hindman Road in Butler. Passavant Community residents and staff are also



Karla Pagan, manager of VNA's Butler Branch Office participates in sewing face masks for Lutheran SeniorLife staff.

encouraged to drop-off masks to Donna Cawthorne at 105 Burgess Drive in Zelienople.

If you have any questions or are in need of masks, please contact Debbie Kaylor at deb.kaylor@lutheranseniorlife.org or (724) 431-3283.

Wash your hands, wash your hands, wash your hands!!!

Maintain Social Distance

Stay Home If
You Are Sick

Avoid Being Around Sick People

Cover your cough or sneeze

Don't Touch
Your Face

Area Companies Assist Lutheran SeniorLife with PPE Shortage



Lutheran SeniorLife has received some donations of much needed PPE for staff.

Ambridge Lumber Company and Volep Manufacturing Co. recently delivered a batch of PPE to Lutheran SeniorLife as a way to lift up staff members and assist in helping reduce potential shortages. Bonnie Harmon (right), Kimberly Heitzenrater, (left) and Brian Stewart (middle) began distributing items to where they are needed most throughout our system.

We are so grateful for this much needed donation. If anyone has material they would like to donate or knows of any company that might be able to donate or assist with our future needs, please contact Bonnie Harmon in materials management at bonnie.harmon@lutheranseniorlife.org or (724) 742-2203.

Family Members Show St. John Love



Family members of St. John resident's demonstrated a special act of support toward staff when they held up signs of appreciation in the St. John Specialty Care Center parking lot.

It serves as a nice reminder that we are appreciated by the greater community for keeping the ones they love safe during these unprecedented times.

A special note was found on the front lawn saying, "Praying 4 You! Thank You Staff and Nurses!"



Freezer Donation a Blessing for LSS

PrimeTime Senior Center staff are continuing to answer Allegheny County's call with "grab and go" meals provided by Allegheny County's Area Agency on Aging.

And because the program doesn't normally supply frozen meals, freezer space had become a slight issue due to the higher request for meals.

One call changed all of this on March 30 when a community member stepped up to donate their freezer so that the program could store more meals. Not only is the community member donating a freezer, she is also working to personally deliver the freezer to PrimeTime.

What a blessing!



#bettertogether

The LIFE Programs Alter Services to Meet the Needs of Their Participants

With the need for social distancing during the COVID-19 pandemic for the protection of many, the LIFE programs have closed their facilities to participants. This doesn't mean they aren't responsible for these same folks; they have just had to come up with creative ways to provide the same level of care in the home.

The LIFE Programs have successfully delivered 85 percent more meals than usual last week in response to the COVID-19 crisis. Nutrition staff who cook the food have been busier than ever preparing the frozen meals as the number of meals sent out continues to grow each day.

As of March 27, 3,015 frozen meals were sent out throughout the four counties LIFE currently serves. As part of the response, LIFE nutrition staff are also calling each participant weekly to screen for food insecurity. Meals are then delivered to each participant's house via the transportation staff.

"We are receiving calls from participants and family thanking us for this service," said Darla Evans, director of nutritional services for LIFE.



Many of the participants who haven't requested food assistance feel reassured just knowing food is available if they should ever need some. "I can sleep better knowing that you will help me with meals if I need them," said one participant. "God bless you LIFE, I love you all," said another.

Let's Celebrate

- ★ Lutheran SeniorLife staff daily provides excellent support to our residents, patients, participants and coworkers as we find alternative safe and healthy ways to get through this pandemic.
- ★ Kudos to our staff for their creativity in making sure everyone is living an **Abundant Life**® through these unusual circumstances.
- ★ As of the printing of this newsletter, Lutheran SeniorLife staff and community volunteers have sewn and donated over 600 face masks.
- ★ The Senior Living facilities finding creative ways for family members to see each other through FaceTime, through windows, or from the balcony.
- ★ The staff at Valley Care recently completed a participant outreach project which consisted of phone calls and care packages delivered to approximately 20 adult day services participants.
- ★ The LIFE Programs have delivered 85% more meals to participants in their homes since the centers have closed.

Sanitize Your Electronic Devices

One of the most important CDC recommendations to prevent the spread of disease is to sanitize frequently touched objects. Most of us touch our phones, tablets and computers dozens of times per day, but don't think about sanitizing these filthy devices.

So we wanted to share this procedure you can use to clean your phone or tablet:

- Power down your device
- Lightly wet a microfiber cloth with 70% rubbing alcohol
- Note that bleach, Lysol, or other chemicals shouldn't be used as they can damage your device
- Wipe down the entire device
- Wait for the alcohol to dry (takes a few seconds)
- Power the device back on



And just like that you'll have a clean, sanitized device. The same procedure can be used on computer mice and keyboards. Use it frequently to keep your most-touched devices clean and germ-free.

Each electronic manufacturer has different suggestions for cleaning their products but many have updated them since the start of the Coronavirus.

Some screens may work less effectively if using a cleanser so they recommend applying a screen protector. Always avoid getting moisture in openings and do not submerge your phone when cleaning.

It is recommended that you refer to your device manufacturers cleaning suggestions to keep your devices as germ-free as possible.

Daily Routines

Lutheran SeniorLife's priority during this time has not changed; the safety and health of our staff and those we serve remains top of mind.

During this pandemic, many new processes have been developed with each facility or location and they are evaluated daily when any new information is released or recommended by the CDC or state organizations.

This evaluation often leads to changes in processes that all staff need to know.

Each employee should keep in touch with their supervisors and H. R. departments, making sure to be aware of any communication that may occur in person or

by email or any other communication avenue traditionally used.

Many facilities have screening procedures to be completed daily as staff enter the buildings or begin their day. Screenings may also apply to participants or patients. It is imperative to complete these screenings as instructed to protect both staff and those we serve.

If you have any questions about anything, please see your supervisor or H. R. representative.

Stay safe, stay healthy and know that you have the full support of Lutheran SeniorLife.

Thank you for all you do!