Healthcare & Personal Care Update to Residents and POAs
March 18, 2020

We continue to appreciate the support and encouragement of the residents and family members that are part of the Landis Homes community. As we have been saying, these are unprecedented times. We are closely monitoring the guidelines and protocols of the CDC, the State of Pennsylvania and others as we make difficult decisions. We understand the very personal impact these decisions have on each of you. Please know that the health and safety of everyone on campus is our primary concern.

Michelle Rassler, VP of Operations of Landis Communities/Executive Director of Landis Homes, Dani Martin, Nursing Home Administrator and Susan Paul, Director of Personal Care have provided the following information to keep you informed and provide answers to some recent questions:

What is the status of visitors to Personal Care and Healthcare?
The policy put in place last week remains, only essential visitors, those visiting residents at end of life and/or providing care (Hospice) will be permitted.

The TV news and social media has shown pictures of family members sitting outside and talking to a resident in their room. Is this acceptable?
We are not able to allow this to happen at this time. Our focus needs to be on putting systems in place while maintaining as much of a normal routine as possible. We are concerned that people outside the windows will cause confusion for some residents and would increase the potential for falls.

What are some other ways to connect with loved ones?
We encourage phone calls. Our team has started a process for assisting with video calls. We hope to be able to increase the frequency of these as we get this system in place. Family members are also welcome to send flowers or balloons. We ask that food not be delivered unless it is in small, individually wrapped, single-serve packages.

Are team members being screened?
Yes, all team members are being screened daily, prior to resident contact, using the criteria from CMS for respiratory illness. Temperatures are checked.

How is the campus preparing for Covid-19?
We are preparing in many ways, including:
- Building critical staffing plans across Landis Communities
- Training team members not in direct care areas to help, if needed
- Creating designated areas to care for residents with symptoms

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Are residents in Personal Care and Healthcare required to stay in their rooms?
Residents are currently staying in their households but not necessarily in their rooms. We are working to keep everyone safe but we do not want them to feel isolated. Activities are being held in small groups with appropriate social distancing. If able, residents can walk outside. Appointments have been limited and we are looking at more Telehealth options. The beauty salon has been closed.

What about Dining?
The dining program has been modified to minimize the risk while providing a supportive and safe dining experience for residents.
In Personal Care, two dining shifts have been created and no more than two people are at a table. Hand washing is being done before and after each meal.
Healthcare residents determined to be safe to eat unsupervised in their rooms will be asked to do so. Those needing assistance are sitting one to a table, so they are getting personalized attention.

How is laundry being handled?
For now, we feel we need to do all laundry on-site.

A few other things to share…
- This is a fluid situation and any of the information shared today could change at any time. We will continue to communicate as often as possible.
- Contact Jenny Sheckells with questions/concerns at jsheckells@landis.org or 717.381.3573.
- Team members in Personal Care and Healthcare have expressed that they have been grateful they are able to spend more focused time with the residents in their care. They feel like family and want to serve as family would.