



1001 E Oregon Road
Lititz, PA 17543
717.381.3526
LandisCommunities.org

Landis Communities Update

November 2, 2021

There is much to be thankful for today!

More than 460 individuals will participate in vaccine clinics this week on the Landis Homes campus!

Landis Homes is happy to share that the Healthcare households have received a deficiency-free survey from the PA Department of Health and will maintain a five-star rating. It is important to note that this rating takes in to consideration the staffing ratio of the organization along with the quality of care that is received.

Team members across the organization were celebrated in October with things like free coffee, soft ice cream, a Chick-fil-A meal and a number of other expressions of appreciation. More team member appreciation events are happening in November and will continue in the weeks to come. We are grateful to have a caring, compassionate and hard-working team!

COVID-19 Update

We are awaiting the final interim rules from the Occupational Safety Health Administration (OSHA) and Centers for Medicare and Medicaid Services (CMS) regarding vaccination requirements. The interim rules were expected in October and the latest news updates share that both rules have cleared White House review and can be published at any time. The interim rule from CMS will immediately go into effect upon publication.

In the past two weeks, five team members tested positive. Three (3) were unvaccinated and two (2) were vaccinated. No resident or client positive cases were reported.

As previously mentioned, over 460 residents, clients, team members, and caregivers are scheduled to receive COVID-19 vaccine booster doses in our clinics with Phoebe Pharmacy over the next few days. If you did not have the opportunity to sign up, please contact Jenny Sheckells who will help schedule you at our 1st and 3rd Thursday COVID-19 vaccine clinics in Phoebe Pharmacy.



Healthcare and Personal Care Visitation Restrictions

Updated guidance from the Pennsylvania Department of Health (DOH) continues to be received on a regular basis. Recent guidance has allowed Healthcare and Personal Care to assess if a new positive case requires broad-based testing or limited testing through the use of contact tracing. **This is an exciting development as it does not necessarily require that entire households or levels of care restrict visitation in an outbreak where contract tracing identifies minimal exposure to unvaccinated residents. Limited visitation could still happen but is much less likely with the new guidance.** For updates on visitation status, you can call the Visitation Status Line at 717-381-3570.

Landis Homes Information

To improve customer service on campus, effective Monday, November 1, 2021, all inbound calls, 24/7, made to 717-569-3271 (Landis Homes) and 717-381-3500 (Landis Communities) now go to a team of receptionists and are answered by a live person. All calls directed to IT, Facilities and Campus Safety will be rerouted and answered in this way. The person answering the phone will capture all non-emergencies for follow-up and resolution by the appropriate department.

A special "Thank You" to our frontline customer service professionals: Barb, Tonya, Gretchen, Brenda, Sharon, Angie, Andi, Linda, Beth, Paula, Lorrie, Alice, and others. Their friendly "hello" is often the face and voice of the organization and we value and appreciate their good work. And a big "Thank You" to Resident volunteers who helped express appreciation to our Team Members during these events – contact Moniqua #3579 if you want to help in November!

Prior communications and videos can be found at: www.landiscommunities.org/COVID

Please contact Jenny Sheckells at jsheckells@landis.org or 717.381.3573 if you have questions.