

March 30, 2020

Dear Lorien Residents and Families:

On Saturday night, Governor Hogan announced that the new coronavirus has infected 67 residents of Pleasant View Nursing Home in Carroll County. In response to this outbreak, and the virus spreading “rapidly and exponentially” throughout the state, the Governor issued a stay-at-home order for Marylanders to stop the spread of the coronavirus.

This order, which will take effect at 8 p.m. tonight, means no one should leave their home for any reason other than essential work, to get food or other fundamental reason. Lorien employees will be able to get to and from our facilities, as they are considered essential.

We cannot stress enough that the safety of our residents and employees is our first priority.

We continue to work closely with the local and state health departments, along with the Centers for Disease Control (CDC), to ensure our facilities take all proper prevention measures. We also diligently monitor, and if needed exclude, staff who have worked at another facility with a positive case of COVID-19. They are not permitted to come back to work until they are cleared by the local health department.

Due to the dramatic rise in COVID-19 cases over the last several days, all outside providers - including hospice, home health, behavioral health, and wound care - are restricted from entering the buildings, unless it is for a true medical necessity.

This means hospice, home health, behavioral health, and wound care providers are not to make any routine visits. Visits by these providers should have a true medical reason agreed upon by both the facility and provider. Telephonic and tele-health options should be used for routine visits.

The more we restrict outside individuals who have the potential to visit other nursing homes, the safer our residents and staff will be.

In addition, our staff also continues to follow the Maryland Health Department’s protocols to mitigate the risk of the virus spreading. Several key protocols include:

Personal Protective Equipment (PPE)

- All residents with undiagnosed respiratory illness should be cared for using standard, contact, and droplet precautions with eye protection (i.e. Gown, Gloves, N95 or facemask, and face shield or goggles).
- Necessary PPE is available immediately outside of the resident room and in other areas where resident care is provided.

Visitor & Movement Restrictions

- All visitors are restricted from entering Lorien facilities at this time except for in extenuating circumstances (e.g. a resident is at the end of life).
- Lorien has cancelled communal dining and all group activities, such as internal and external activities.
- Continue to encourage social distancing. Encourage residents to remain in their room to the extent possible. If there are suspected or confirmed cases in the facility, restrict residents to their rooms except for medically necessary purposes.

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HCW Active Monitoring

- HCWs should not report to work ill. Signs and symptoms of COVID-19 can be very mild, so even mild signs of respiratory illness should result in HCW exclusion.
- HCWs are actively monitored for s/s respiratory illness. At the start of each shift, HCWs are required to check their temperature and report whether they are experiencing any s/s respiratory illness.
- Any HCWs that develop s/s respiratory illness while working should promptly don a face mask and be sent home.

Admissions and Transfers

- If a resident requires a higher level of care or the facility cannot fully implement all recommended precautions, the resident should be transferred to another facility that is capable of implementation.
- Transport personnel and the receiving facility must be verbally notified about the suspected diagnosis prior to transfer.
- While awaiting transfer, symptomatic residents should wear a facemask (if tolerated) and be separated from others (e.g., kept in their room with the door closed). Appropriate PPE should be used by healthcare personnel when coming in contact with the resident.

Environmental Cleaning

- Our cleaning protocol has been escalated during this time. Frequently touched surfaces are disinfected on a daily basis and as needed (e.g. example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones) with an EPA-approved disinfectant with an emerging pathogens or human coronavirus claim.
- Environmental cleaning and disinfection procedures are followed consistently and correctly.
- To the extent possible, dedicate shared medical equipment for residents with fever or signs and symptoms of respiratory illness.
- All non-dedicated, non-disposable medical equipment used for patient care should be cleaned and disinfected according to manufacturer's instructions and facility policies.

General Prevention and Control

- Encourage all residents to perform frequent hand washing with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Alcohol-based hand sanitizer for hand hygiene is available in every resident room (ideally both inside and outside of the room) and other resident care and common areas (e.g., outside dining hall, in therapy gym).

Healthcare Worker and Resident Education

- Educate residents about signs and symptoms of COVID-19 and facility interventions.
- Adhere to infection prevention and control measures, including hand hygiene and selection and use of personal protective equipment (PPE).
- Demonstrate competency with putting on and removing PPE.

Care of Patients with Suspected or Confirmed COVID-19

- Only residents or staff exhibiting symptoms will be tested for COVID-19.
- All residents with suspected or confirmed COVID-19 should be cared for using standard, contact and droplet precautions with eye protection (i.e. Gown, Gloves, N95 or facemask, and face shield or goggles).
- Residents with suspected or confirmed COVID-19 should be preferentially placed in a private room.
- Facility will discuss all patient placement of suspected or confirmed cases with public health.
- Follow the plan, in collaboration with public health, for cohorting residents with symptoms of respiratory infection, including dedicating HCP to work only on affected units.
- Aerosol-generating procedures should be entirely avoided. If unavoidable, perform in a private, closed room with appropriate PPE (i.e. Gown, gloves, N95 (or face mask if unavailable), and eye protection).

Thank you for your continued patience. Please feel free to contact your facility's Director of Nursing or Administrator with any questions.

Stay Safe,
Lou Grimmel Sr., CEO