

## Landis Homes Residential Living Update March 17, 2020

We are so grateful to each and every person on the Landis Homes campus, as well as family members, for supporting and working with us as we make difficult decisions that impact every one of our lives. As we have said, things are changing continually and we know with each change comes more questions.

Today's update is primarily for those in Residential Living areas of Landis Homes – apartments, hybrid homes, cottages and suites. Jenny Sheckells, Director of Risk Management and Compliance for Landis Communities is serving as the point person for questions. The following list was generated by Jenny, Michelle Ressler, Rebekah Johnsen and the team in Residential Living, based on what they are hearing from residents:

### 1. How are you determining an essential visitor for Residential Living?

Landis Homes is defining an essential visitor as a provider from a licensed home care agency or a family member or other individual providing essential hands-on-care. To minimize risk to residents, only one caregiver is permitted to visit at a time. Essential visitors who come regularly will receive a car tag to allow entry through the checkpoint. They will go through the screening process each time they enter campus.

### 2. Where will someone helping with transportation be able to pick up a resident?

For residents requiring assistance with transportation, your driver will be issued an "Essential Visitor Pass", but should not enter the building. Residents should meet their driver at the entrance nearest to their home for pick-up and drop-off.

*If you feel that you meet the qualifications necessary to have a caregiver or driver deemed an "Essential Visitor", please call your social worker for discussion.*

- Regina Cabezas, RL Social Services Supervisor, 717-381-3533
- Elora Cook, Social Worker, 717-381-3593

### 3. What if a family member or friend is just dropping things off?

Deliveries such as groceries and other supplies may be brought to the screening checkpoint (camper) where the items will be tagged and hand delivered to the resident's home by a Landis Homes team member. Food delivery is also allowed through the checkpoint.

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#### 4. What about medications?

Pharmacy delivery drivers will be screened at the checkpoint if going to South Campus or cottages, or as they enter the Residential Living or Crossings main entrance.

#### 5. Are residents being screened?

No, not at this time. Please continue to be aware of any symptoms, practice hand washing and social distancing, and stay home as much as possible. As a reminder, residents returning from trips or winter in Florida need to let Rebekah Johnsen or your social worker know. We will send someone to screen you in your residence.

#### A few other things to share:

- **New traffic pattern** – we are working on the concerns you have raised. Please do not move the barricades or cones.
- **Mail service** – you may continue to pick up your mail.
- **Updates for you and your family** – on days videos are filmed, they will air at 3:00 p.m. on WLH. Links to videos and written communications are available on Facebook and Landishomes.org.
- **Landis Adult Day Service** – ADS is closed for the next two weeks.
- **ATMs** – the Everence ATM is not operating at this time. The People's Bank ATM remains available.
- **Questions & Messages to Team Members** – Please leave messages to just one team member. If they are not the appropriate person, they will pass it on. Leaving the same message for more than one person, will duplicate efforts.