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Landis Homes Update

April 13, 2020

Greetings on a rainy Easter Monday! Although the skies are cloudy, it is exciting to see green grass, budding trees, and many beautiful flowers coming to life! We hope you found unique ways to connect with family and friends this weekend as we celebrated the resurrection of Jesus. What a wonderful, powerful and glorious occasion to remember!

As we start a new week, we continue to have more good news. Only one resident was tested this weekend while in the hospital and that result was negative.

Residential Living Dining & Grocery Guide

This new tool for meal planning was placed in all Residential Living mailboxes on Saturday. We understand there was an issue with folding, but the information is correct. Please reference the guide for details on Dining Services menus, items that can be ordered through the LH Pantry and calling instructions to place orders for pantry items as well as specialty items from Oregon Dairy. The General Store remains open at this time. You are also still free to order from other grocery stores and restaurants that will deliver the checkpoint. An updated guide will be placed in your mailbox at the end of each week for the week ahead.

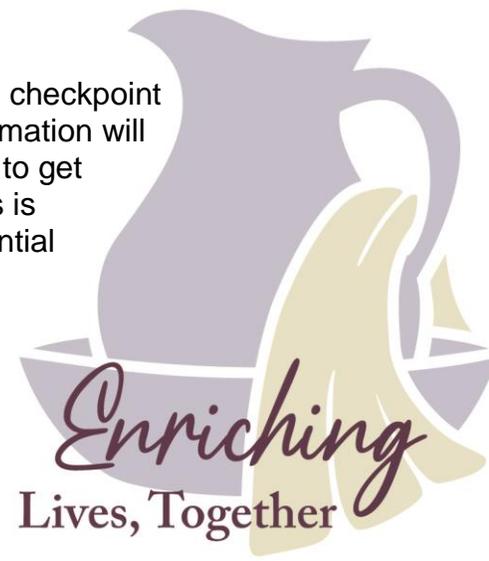
Email Appeal Letter

Late Friday afternoon, some of you received an email from Larry Zook asking for your support of Landis Homes during this difficult time. Many expenses are being incurred that were not part of our budget for the year. Fundraising is one way we are planning to make up some of this shortfall. This is the first time Landis Homes has ever sent an email appeal letter like this. We do not have a large database of email addresses but we thought it was a good way to get the word out quickly. We apologize if that caused confusion for anyone, thinking it was a potential scam. It is legitimate. We have included a copy with this Update so you all have access to the same information and can give if you feel inclined.

Recording Residents Who Leave Campus

Beginning Wednesday, residents returning to campus through the checkpoint will be asked to provide their name and where they live. This information will be recorded and a Residential Living team member will be calling to get additional information, including where they went off campus. This is another step being taken to monitor risk and provide data for potential contact tracking.

--please turn over--



Team Member Update

A Team Member Update went out on Friday. There are a few things in this document that residents should also be aware of:

- **Personal Protective Equipment (PPE)** - We are not at a critical stage for PPE, however, we are making an adjustment to earlier communication to extend our supplies. **Non-clinical staff** may now wear cloth facemasks instead of surgical masks.
- **Staffing Pattern Changes** - We have changed some staffing patterns to provide best possible care to our residents and support to team members in preventing or slowing the spread of the virus. Some of the steps already put in place are:
 - Adding a second Landis Homes campus supervisor (one to cover East; one to cover West)
 - Having a team dedicated to work only in Conestoga House, if needed
 - Not utilizing agency staff

We anticipate additional changes in the days and weeks ahead.

Drone Video

The idea has surfaced to use a drone to do an aerial view of campus and then to have it fly by various buildings while residents wave from patios and balconies. The weather is key to making this happen – we need sun AND no wind! We will likely make the decision just 24 hours in advance so watch WLH for date and time.

Regular 3:00 p.m. Videos

This week we will produce Update Videos on Monday, Wednesday and Friday unless something urgent needs to be shared. Thank you to the many loyal viewers! Let us know if there is something you would like to have shared through a video.

Remember to:

- Check the Landis Home website for regular COVID-19 updates. Family and friends have access to videos and written information at www.landishomes.org/COVID
- Watch SeniorTV Channel 5 for Life Enrichment Programming.

Residents and family members may contact Jenny Sheckells with questions or concerns at jsheckells@landis.org or 717.381.3573.

Larry Zook
President/CEO
Landis Communities

Michelle Rassler
Executive Director
Landis Homes



See Landis Homes Update from April 13, 2020 for information regarding this email sent April 10

This isn't about "flattening the curve."
It's about saving lives.

I'm writing you with bad news, good news, and an extraordinary request.

The bad news is that we've had one resident of Landis Homes who had Coronavirus while in the hospital, and who sadly passed away within four days of our learning of the diagnosis.

The good news is that – as I write you – there are zero cases of the Coronavirus on campus right now.

I need to keep it that way. Because I have 900 seniors in my care.

And right now, we feel the virus is *trying* to get in.

So I'm writing to ask you to send in a special gift. Your generosity right now will help keep the Coronavirus out of Landis Homes, and out of the lungs of almost 900 seniors.

Many of us on staff are not sleeping well. The team is working overtime. We're emotional.

But you can help. Here's what your gift will do to keep the virus out:

- Purchase protective equipment so that residents and team members stay safe
- Cover unexpected expenses because we have to pay for services that residents used to volunteer for – before the quarantine
- Erase the shortfall from lost income; we've emptied one of our Healthcare Houses to prepare to safely segregate and serve COVID-19 patients or those with symptoms, costing us \$35,000 every week

None of these expenses were in our budget. The shortfall certainly wasn't, either.

This is a real problem at a time when the virus is on our doorstep. You've seen in the news what happens when the virus gets inside a community filled with seniors.

One case becomes 5 cases. Which easily becomes 50 cases. And I don't want to think about what happens next.

Will you make an extraordinary gift right now?

If you are not able to give a gift at this time, I understand. But if you can, your gift of any size will protect a resident at Landis Homes by keeping out the virus. You can help stop the virus.

Please stay well,



P.S. After you send your gift, please pray for the residents and staff. We are so fortunate to be part of a generous, praying community. And I'm so fortunate to be able to write you at a time like this. You are an important part of what makes Landis Homes special!

Note to Landis Homes Residents: *There is no obligation to make a gift, but if you would like to support this effort, please go to landishomes.org or make checks payable to Landis Homes with Coronavirus on the memo line.*