


## MEMORANDUM

Date: March 23, 2020

To: TLRC Residents and Employees

From: R Kevin McFeely, President & CEO 

Re: Updated Information

As we continue to receive additional mandates from both President Trump and Governor Inslee, we find that additional changes need to be implemented in order to safeguard the health and well-being of our residents and employees. Additional protocols now in place are as follows:

Since people overall are not practicing safe social distancing, we find many Tacoma community members are using the TLRC grounds as a public park, which includes bringing their pets with them and not cleaning up afterwards. Therefore, with the closing of the Westgate gate Tuesday (03.24.2020) evening, the gate will remain closed for an indefinite period of time. We have notified emergency personnel of this and they will utilize the main entrance off Highlands Parkway if they are called to assist Westgate Six-Plex residents.

We are installing an intercom system that allows the receptionists and nursing staff (off-hours) to speak with people to determine their reason for being at TLRC prior to allowing them to enter the building if appropriate. Therefore, effective Tuesday, 03.24.2020, visitors will now remain in the foyer of the main building rather than come into the lobby area. We are experiencing a number of frustrated family members who are yelling at employees along with making derogatory comments to them when told they cannot come into the building or leave items for the residents. As a reminder, ALL Nursing Homes and Assisted Living Communities in the United States are under Federal and State mandates to restrict visitors except for end-of-life situations. The receptionists have a list of who these residents are and will check ID before letting in any visitors. End of Life visitors will be required to practice safe hygiene, such as hand sanitation and wearing a mask. Following the exit of those visitors, these rooms will be sanitized by our Housekeeping staff

Research has shown that the COVID-19 virus can live on surfaces such as paper, plastic and fabrics, ranging from 3 hours to 3 days. Therefore, we have issued further restrictions on aspects related to resident laundry, food/beverage and other items being delivered for residents. No food items can be brought to residents unless the surface of the food package can be cleaned. Therefore, no open food/beverage items in porous containers can be brought into the facility. There are no exceptions to this.

Resident's personal laundry can no longer go back and forth to and from the facility. TLRC will take care of getting your family member's laundry cleaned and dry. If you are bringing in additional items of clothing, please be sure it is labeled with the resident's name and brought in inside a disposable container. TLRC staff will wash the item before delivering it to the resident.

Lastly, in an effort to keep family members updated on the latest changes occurring at TLRC, we have posted a form on our website (I have also included it with this memo) that needs to be completed. For those of you who prefer to access and complete the form electronically, here is the link: <https://www.tacomalutheran.org/wp-content/uploads/2020/04/Family-Communication-System.pdf>

Once we have this information from you, we will input it into our data base and use it to send you a telephonic notice of updates to our protocols. We are currently posting these updates on our website but for those that would like to receive this information sooner, this action should address the request.

We appreciate the family members and visitors coming to or calling TLRC who have been grateful for our actions and respectful to our staff. This is very tough time for everyone and can be frustrating with the number of and rate that policies are changing. However please know we continue to operate with guidance from Centers for Disease Control (CDC), Department of Health (DOH), Centers for Medicare and Medicaid Services (CMS) and other regulatory agencies. ALL staff in every department are working very hard and putting in long hours to make sure we are complying with policies and protocols being placed on TLRC during this unprecedented time, while maintaining the highest level of care and service you expect from us. We thank you for your continued support and wish you and your family the best as we continue to navigate through the various challenges.

Please do not hesitate to reach out to us if you need additional clarification or information. Thank you.



# FAMILY COMMUNICATION SYSTEM

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## TACOMA LUTHERAN RETIREMENT COMMUNITY

In an effort to build a robust communication system between TLRC and the loved ones of our residents, please provide the following information. Our Situational Awareness and Response Assistant (SARA) will be able to send mass notifications via voice, text, or email message. If you would like to be added to our database, please provide the following information.

**RESIDENT NAME:** \_\_\_\_\_ **ROOM/APT/UNIT #:** \_\_\_\_\_

**PRIMARY CONTACT NAME:** \_\_\_\_\_

**I would like to receive messages from TLRC in the following formats:**

- Recorded Voice Message:
- Telephone Number: \_\_\_\_\_
  - Cell/Mobile Number: \_\_\_\_\_
- Text Message:
- Cell/Mobile Number: \_\_\_\_\_
    - Carrier for above number (required): \_\_\_\_\_
- Email: \_\_\_\_\_

Please check all that apply:

- Would like to receive email messages from TLRC
- Would like to use Zoom Video Conferencing to visit with my loved one who lives at TLRC.

**SECONDARY CONTACT NAME:** \_\_\_\_\_

**I would like to receive messages from TLRC in the following formats:**

- Recorded Voice Message:
- Telephone Number: \_\_\_\_\_
  - Cell/Mobile Number: \_\_\_\_\_
- Text Message:
- Cell/Mobile Number: \_\_\_\_\_
    - Carrier for above number (required): \_\_\_\_\_
- Email: \_\_\_\_\_

Please check all that apply:

- Would like to receive email messages from TLRC
- Would like to use Zoom Video Conferencing to visit with my loved one who lives at TLRC.

**IMPORTANT: PLEASE SEND THE ABOVE INFORMATION TO:**  
**EMILY WELTON, SARA ADMINISTRATOR, EWELTON@TACOMALUTHERAN.ORG**

