

Date: June 11, 2020

To: Residents, families and team members

From: Melissa Fortner, Executive Director

Subject: Orchard Ridge Phase One Coming June 22



**THE VILLAGE AT  
ORCHARD RIDGE**

A National Lutheran Community

As we've together navigated unprecedented times over the past several months, I remain grateful for the collaboration and partnership that we have experienced with our residents, families and team members throughout the coronavirus pandemic. As a community, we have established new methods of service delivery with virtual programming, adjusted dining options, organized grocery deliveries, and so much more. As residents and families, you have sacrificed time together, seeing each other only through virtual visits and speaking on the phone. As team members, you have worked extensively to ensure that residents are receiving the care and services that Orchard Ridge is known to give, despite your own uncertainties. You have also sacrificed time away from your family and have taken extra precaution to protect yourself while away from work, in order to protect the residents and other team members that you partner with in our community. I acknowledge that the past few months have been difficult for all, but I also believe that because of the strength of each individual that makes up Orchard Ridge, we will continue to strengthen the core of our community.

In light of Virginia's recent phased re-opening amid the continuation of the coronavirus, we are reviewing a number of ways that we can move forward with the safe, phased re-opening of our community. We continue to work not only with the leadership team at Orchard Ridge but also with our NLCS colleagues to gain and implement best practices across the organization. We are also benefitting from NLCS Chief Operating Officer Cyndi Walters joining the International Council on Active Aging's Task Force to lead the senior living transformation after COVID-19. Cyndi has joined 160 industry leaders to work through how to safely operate communities through addressing fundamental issues such as social distancing, infrastructure needs and engagement.

Several weeks ago, we established a re-opening team within our senior leadership team, soliciting insight from all department leaders. Department leaders were asked to seek input from residents through their Residents' Association committees and teams. We will continue to ask for constructive and productive insight from all residents as we move through our phased re-opening.

*Continued*

# MEMORANDUM

On **Monday, June 22, 2020**, Orchard Ridge will begin phase one of our re-opening plan **independent living**, concentrating on services such as the library, art studio, mail depot and woodworking shop, sewing room, personal training through the Engage Center and expanding transportation services. By Friday, June 19, we will provide full details of the services available during phase one in your mailbox and by email. Over the next week, our team will continue to work on developing the best opportunities available during this phased plan.

We expect that phase one will last at least three weeks before moving to phase two. As expected, Orchard Ridge will be phased, slow and deliberate to ensure that new policies, procedures and safety measures are in place to support our ability to maintain the health and well-being of those in our communities. The philosophy and framework that we've established for the re-opening is one where we will focus on four main areas – safety, caution, efficiency and data.

As we move forward with our re-opening plans, it will be essential for everyone to continue the fundamental practices of proper hand hygiene, social distancing, and the wearing of face masks to best prevent and slow the spread of the coronavirus. The relaxation of restriction exposes everyone to greater risk of contracting the virus, and each team member and resident must take personal responsibility for the fundamental hygiene practices.

For those residents who choose to continue their “stay-at-home” status due to personal choice or health conditions, please contact Sheila Blaner, social services director, to discuss services available to you during this time.

In relation to Orchard Woods Health Center's re-opening plan, based on current guidance and federal regulations surrounding skilled nursing and assisted living services, there are a number of criteria that these communities have to be able to meet before we can relax any of the restrictions currently in place. We are following the development of these guidelines from the state and federal regulatory agencies that support Orchard Woods services. Although we cannot yet relax restrictions, we are exploring additional ways to offer one-on-one engagement opportunities with our team members, and we also encourage our families to continue scheduling virtual visits and window visits.

We ask for your continued patience as our teams once again evolve in their daily schedules and duties to begin re-opening Orchard Ridge in less than two weeks. Our new normal will likely look nothing like our old normal, but I'm confident together our continued partnership will provide success in walking this journey together.