



# Response to COVID-19:

*Rising to the Occasion*

ERS

Episcopal Retirement Services



Episcopal Retirement Services

May 27, 2020

Dear Residents, Staff, and Families,

More than ten weeks ago, the Servant Leadership Team decided to close down the Support Services office, and we started to close down our communities. A lot has happened since then. As part of our regular report cycle with our leadership team, I was overwhelmed by reading all the Vice Presidents' reports with all the positive stories around ERS. Even though I was aware of these stories, seeing them unfold in the reports was amazing. It was impossible to select two mission stories for my report to our Board. Instead, I took the opportunity to highlight the many stories and accomplishments. I archived them in this booklet, ERS's Response To COVID-19: Rising to the Occasion.

I hope you enjoy reading the booklet and seeing all the good work our staff is doing.

I am filled with hope as we approach the next ten weeks. We are not out of the woods, but we will remain steadfast in our protocols to ensure that we protect our residents and staff. We are managing the situation day by day with our strong leadership team, who are committed to our mission and care for our elders. Our residents and staff are safe and healthy, which we are all thankful for. I am also realistic and know that we have a long road ahead. Like you, I am full of gratitude for the work that every staff member is doing for our residents. I also appreciate our Boards', families', and residents' support.

We will continue to navigate this storm and emerge stronger, together.

Sincerely,

A handwritten signature in blue ink that reads "Laura R. P. Lamb".

Laura R. P. Lamb  
President & CEO



# Our Accomplishments

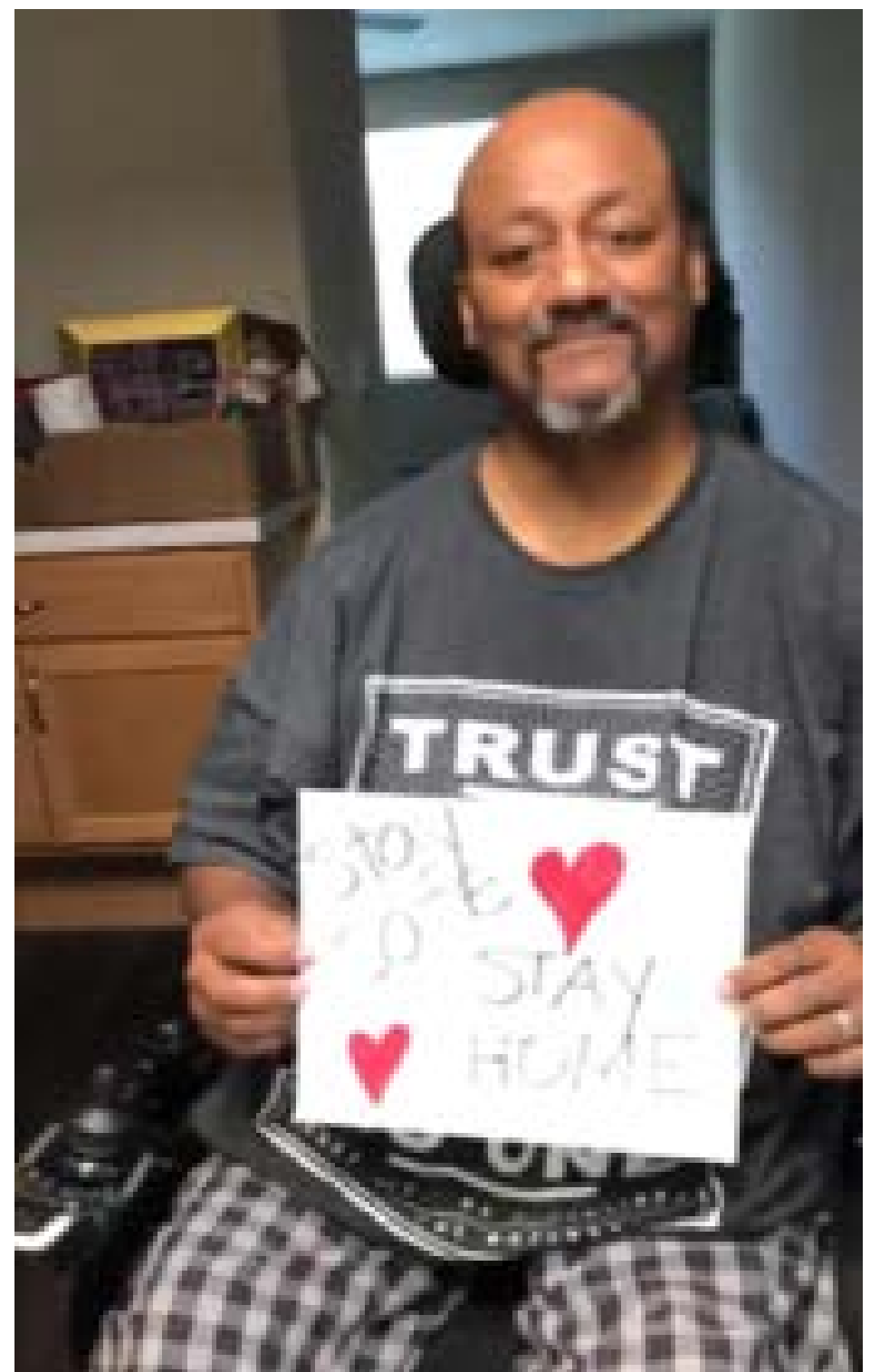
- Held ERS's first-ever Virtual Job Fairs in Cincinnati and Louisville, interviewing more than 50 candidates
- Virtual interviews using Google and Zoom
- Virtual orientations for new staff
- Faster background checks by HR
- Staff appreciation kits by HR created to help boost morale. Team members received goodie bags with "thank you" messages, granola bars, candy, and various small ERS giveaways.
- Hero Pay system created to thank staff for their commitment to working through COVID-19 pandemic
- New Podcast Series – The Linkage Podcast by ERS Video tool for sales team implemented
- OneDayapp Launched new website
- Virtual marketing events – 40 people attended our first event
- Held Mother's Day visits at our communities – 187 slots for residents and families to visit. 43 staff members volunteered to make this happen
- Telehealth with University of Louisville and Dr. Morton piloting a new camera technology
- Pop-up pantries for staff in Cincinnati and Louisville and Affordable Living communities in partnership with Sysco Cincinnati – more than \$10,000 worth of food donated!
- Large donation received from Matthew 25 ministries
- Partnership with the Council on Aging of Southwest Ohio to deliver meals from LaRosa's and Taste of Belgium to Affordable Living communities in Hamilton and Clinton counties
- Le Soupe donated 376 meals and packages of hamburgers for Affordable Housing residents
- Delivery of six rolls of Angel soft toilet paper to every Affordable Living resident
- Launched Emergency Response Fund, raising \$200,000 as of May 18th
- Wellness classes are being held by Chloe Hough on Zoom
- In addition, we are posting 1-minute videos and other exercises on our website and social media for Wellness Wednesdays
- Wellness classes for Affordable Living residents have been recorded on YouTube by Caroline
- A COVID-19 resource guide was created by our care transition team
- ECH Master plan – design has continued and demo has started in the area that will be designated for skilled nursing in the future.
- Sales and marketing planning is happening as well Middle Market – construction is moving along. A model home is now ready. We have kicked off sales and marketing activities. Four leases have been signed
- No resident infections and only one part time staff person who has contracted COVID-19 as of May 18th
- Virtual Zoom meetings for all staff every other week including recording
- Transitioned 55+ staff members for the ERS office to home offices
- The Risk Management Team created a Stay Home music video to celebrate the great work of ERS and remind everyone of the importance of following all the orders
- Generated 21+ and counting letters to residents with updates

**Nobody wants to be in this situation, but here we are. What I love most about ERS is that we don't spend too much time moaning about it. We put our energy in getting on with it. We make lemonade with lemons.**





- Trained 37 residents and counting on Zoom!
- Support office and AL team members calling all AL residents at least weekly, some daily depending on need
- Support office staff going to AL communities to help clean. Residents are also stepping up to be part of the cleaning team.
- Activities team has been extremely creative in getting activities to the residents to keep them engaged
- 100 year birthday celebration for Betty at SPV that included a drive by of 13 City of Cincinnati vehicles with lights flashing, sirens blaring and horns beeping
- MOW increased meals delivered in March and April by 50% over usual volume. While some volunteers decided not to deliver during this time, fifteen new volunteers called and asked to help
- MOW added personal items and dog food to deliveries for clients who could not get out
- PHM gathered their amazing church volunteers to help make over 1,000 masks for residents and staff. Chris Lemmon and Deb Whiteside also helped by making 500 masks
- Call multiplier installed in all AL communities so that one message could go to all residents giving them important information and helping to keep them engaged (sometimes with games!)
- Produced a "Heroes are Hard to Find" video
- Telemedicine visits with Dr. Davis at Marjorie P Lee
- Cincinnati Medical Directors created a rotation that dedicates one physician to our buildings, offering this to other doctors to minimize exposure
- Resident Coffee and Information conducted through zoom
- Successfully created a management rotation for the CCRC managers to assure enough management staff are available if others become ill
- Kathy Ison-Lind, Joan Wetzel, and Laura Lamb have participated on several conference calls with industry leaders sharing ERS's best practices.



**and more!**





# Toilet PAPER

## CHALLENGE

Upon learning that our Affordable Living residents were struggling to access toilet paper, an anonymous donor launched the Toilet Paper Challenge. They donated \$5,200 in cash to purchase 6 rolls for all 1,700 residents in 29 communities! A condition of the gift was that ERS would raise an additional \$5,200 to provide the same amount of toilet paper -- together the donations would be enough for residents through the summer. ERS Board Member Darren Elin committed St. Thomas Church to a secondary match -- all new gift up to \$2600 will be matched by St. Thomas Church as an incentive to donors to help us reach the original donors challenge.



WHAT DOES THIS GIFT OF TOILET PAPER REALLY MEAN TO OUR RESIDENTS AND COMMUNITIES?  
CHRISTINE, THE COMMUNITY MANAGER IN NEW CARLISLE, SHARES:

"TOILET PAPER HAS BEEN ONE OF THE HARDEST ITEMS FOR OUR RESIDENTS TO FIND IN STORES. THEY WERE RESORTING TO USING ALL DIFFERENT KINDS OF PAPER PRODUCTS. I HAD TO CALL A PLUMBING COMPANY SEVERAL TIMES TO COME OUT AND UNCLOG THE SEWER LINES. WHAT A MESS! FOR EASTER, WE DECIDED TO GIVE EVERY RESIDENT A ROLL OF TOILET PAPER WITH TREATS AND AN INSPIRATIONAL QUOTE. THE RESIDENTS WERE VERY PLEASED ABOUT THEIR GIFT! WE RECEIVED SEVERAL CALLS AND CARDS THANKING US. WE WERE OVERJOYED TO LEARN ABOUT THE TOILET PAPER CHALLENGE AND HOPE OTHER DONORS WILL CONTRIBUTE SO THAT OUR RESIDENTS WILL HAVE THIS IMPORTANT NECESSITY THROUGH THE END OF SUMMER.

WE FOUND THAT TOILET PAPER WAS THE NEED.



ERS  
Episcopal Retirement Services  
Emergency Response  
FUND







Sysco is a great partner. For six weeks running, they have blessed our Affordable Living residents and the ERS staff with donated food. What a wonderful way to give thanks to our heroes!

**Sysco has generously donated food to share with our staff at no cost. Come and pick up items for you and your family!**  
 Friday, April 3, 2020  
 2:00 - 3:30 p.m.  
 Marjorie Lee and Deupree House Event Centers



**SYSCO DONATES MORE THAN \$10,000 WORTH OF GROCERIES!**







I would like to share a bit of fun. About a week ago, we could feel the heavy air and felt like we add needed a reason to laugh. I recruited our Risk Management team to help recreate video that I had seen. You may have heard that Tennessee's Governor asked the music industry to come up with songs for PSAs for the state. Big and Rich came up with a song: Stay Home. It is great! Great content in lyrics that support handwashing and staying home. Our goal was simple: have some fun and add some joy into our day. They made a music video with our residents and staff that is guaranteed to make you smile. We have included it here for your enjoyment!

<https://youtu.be/x4GQrF8hvZE>







## ERS HERO PAY

### EARN TICKETS BY WORKING:

- The ERS Hero Pay program is for ERS team members working **on-site** at our ERS resident communities.
  - Full-time staff earn **3 tickets** for complete week worked
  - Part-time staff working 3 or more shifts earn **2 tickets**
  - Part-time staff working less than 3 shifts earn **1 ticket**

If team members pick up an additional shifts over the regular scheduled work week, they will receive **3 additional tickets**.



### DRAWING FOR \$1500 IN HERO PAY EACH WEEK!

ERS team members who work all of their scheduled shifts within the week (Sunday through Saturday) will be entered to win the following:

- 2 prizes at \$250\*
- 3 prizes at \$100
- 4 prizes at \$50

**\$1000**

\*for team members who are classified as full-time

If team members picks up an additional shift over the regular scheduled work week, they will receive 3 additional tickets for each shift. The following pot is reserved for team members who pick up one or more additional shifts:

- 1 prize at \$250
- 1 prize at \$100
- 3 prizes at \$50

**\$500**

## HERO PAY PROGRAM

ERS

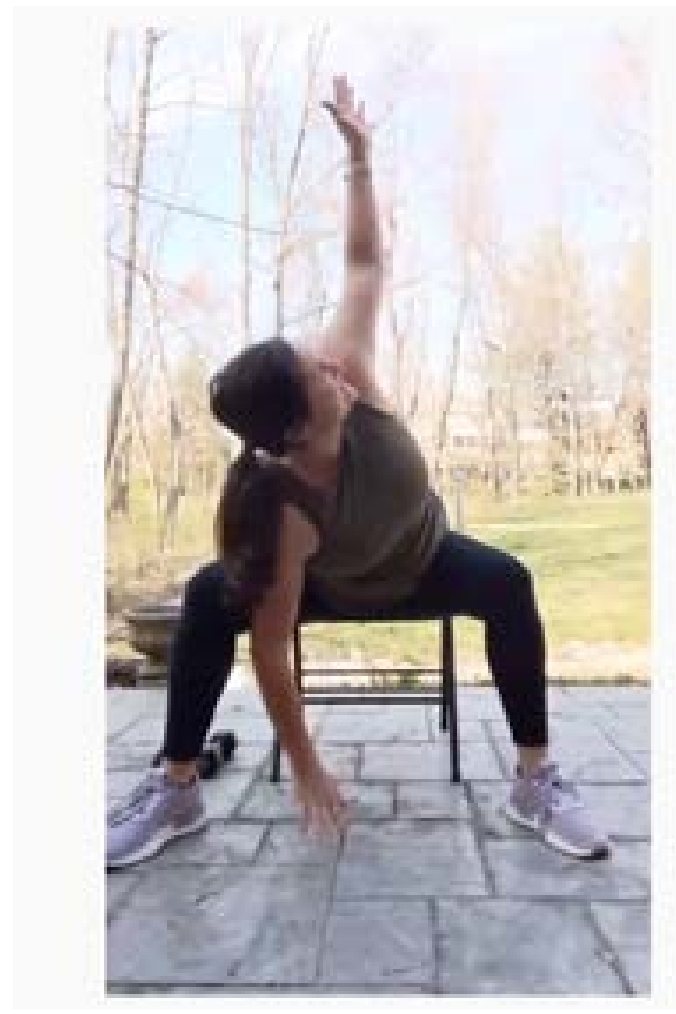
Episcopal Retirement Services

**In recognition of our team members working hard during COVID-19 crisis, ERS has created the Hero Pay Incentive Program.**

This is a temporary program which begins the week of April 19, 2020. Team members must work their regular scheduled shifts for the entire week in order to be eligible for that week's drawing.

Eligibility for the two pots (\$1000 and \$500) are independent of one another. Therefore, team members can be entered in both drawings and win both. If team members win a raffle, they will continue to be entered again in future week's drawings.

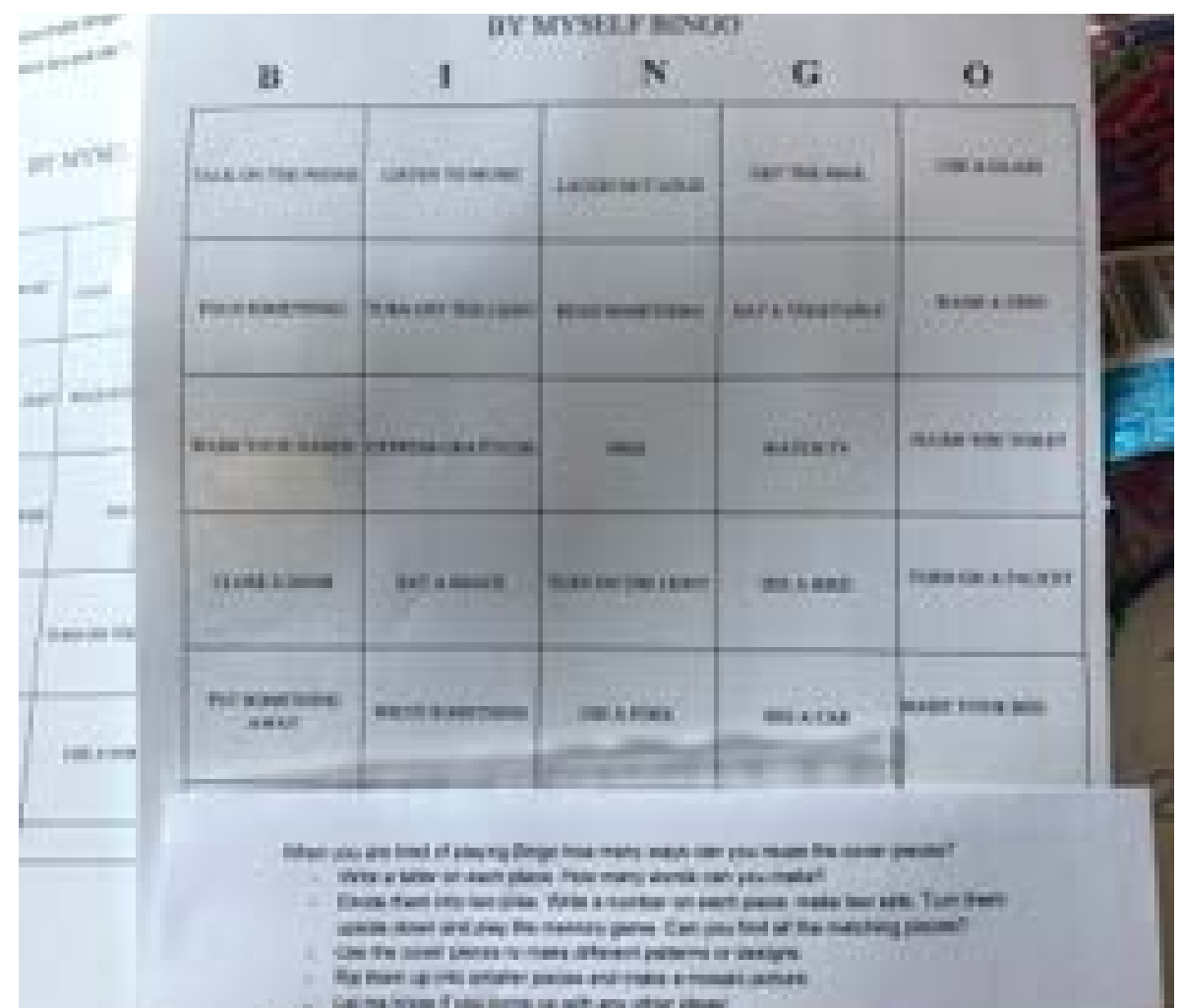




## JUST A FEW EXAMPLES FOR THE AFFORDABLE LIVING LIFE ENRICHMENT TEAMS:

- Mobile St. Patrick Day Party
- Cards made by neighborhood kids for residents of Madison Villa
- Masks made for residents by a volunteer
- Door Boredom Bags
- Quarantine Bingo
- Riddle of the Day
- Spread the peanut butter, not the germs
- And much more!

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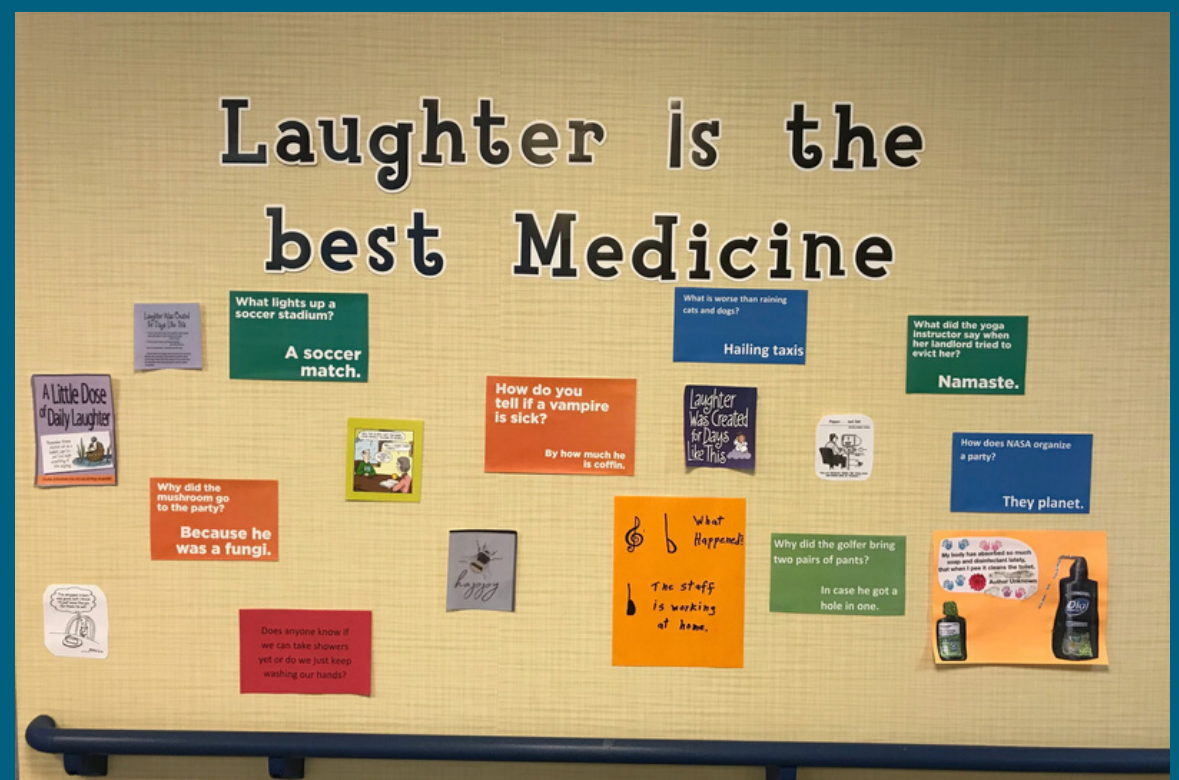
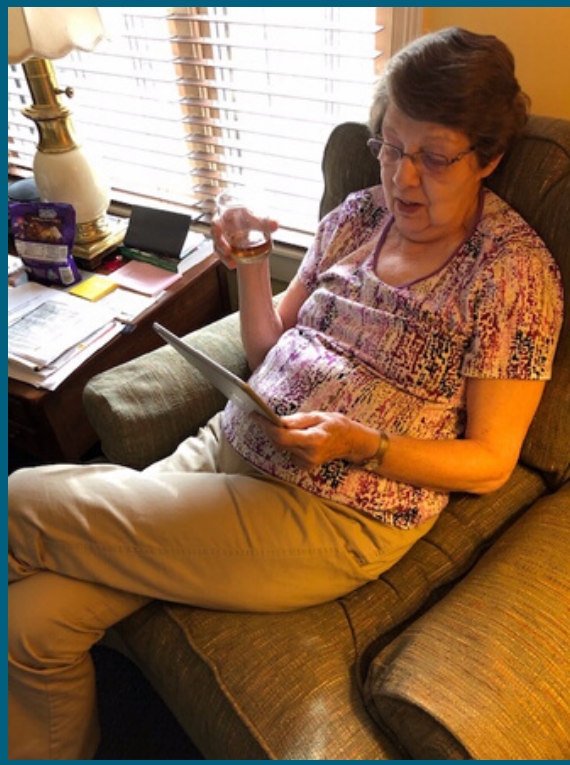
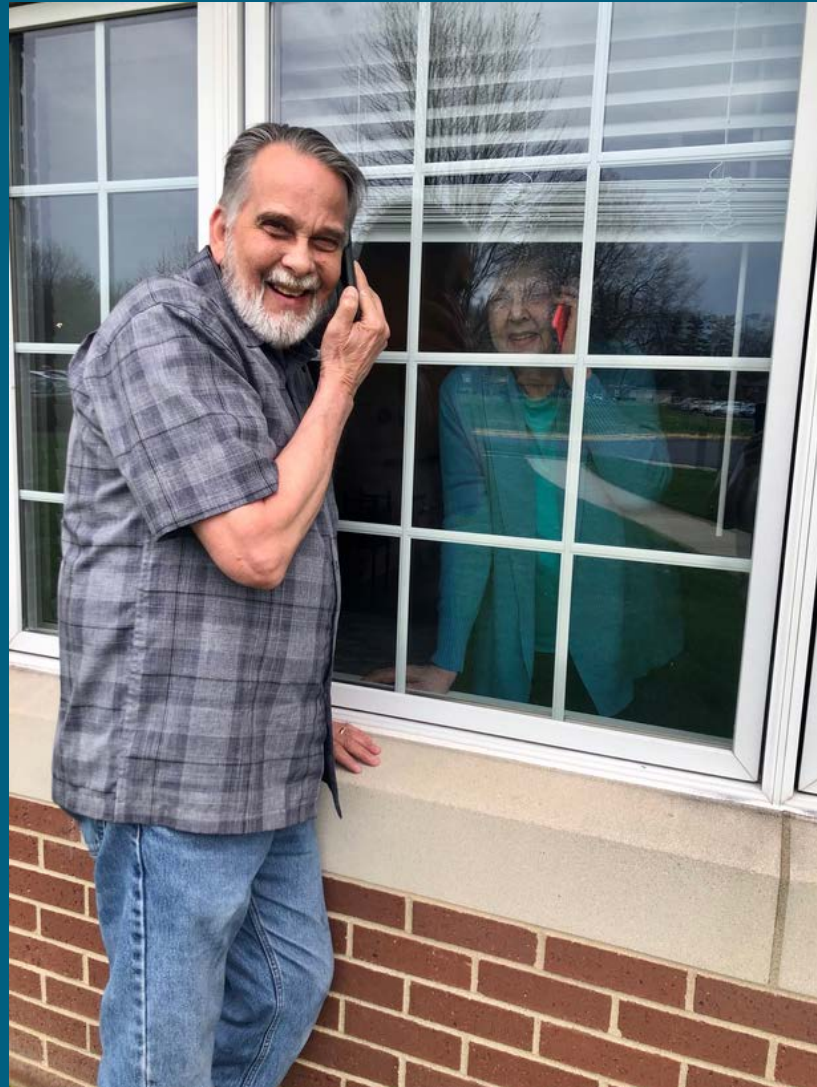
## LIFE ENRICHMENT REIMAGINED

A pandemic can not squelch the creativity of the Affordable Living Life Enrichment Team. Give them a challenge and they rise to the occasion. The residents at our 29 communities are blessed with staff that truly care for them and want to help them through this difficult time.

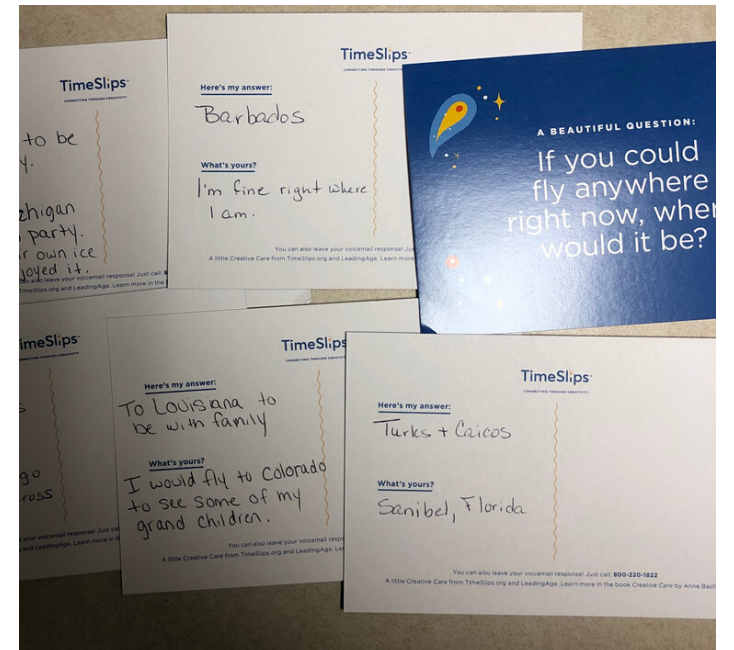




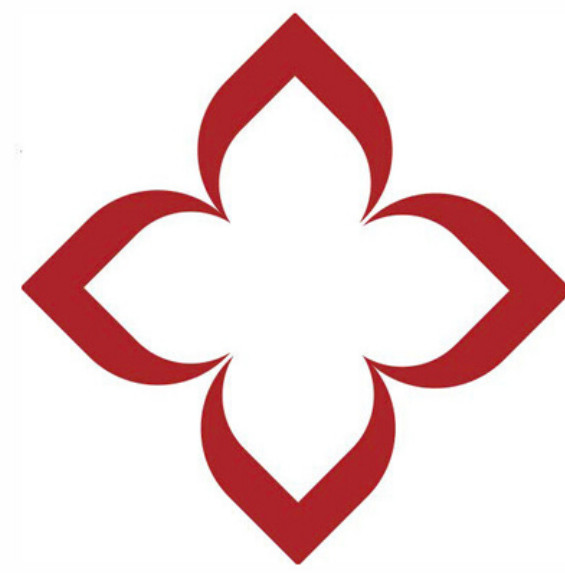
# A Life ENRICHED IN OUR CCRCs



KEEPING BUSY AND ENGAGED WHILE STAYING AT HOME.







## Deupree Meals On Wheels



□ IN ADDITION TO MEALS, WE ALSO DELIVERED SOME PERSONAL ITEMS SUCH AS TOILET PAPER, SHAMPOO, AND PET FOOD TO CLIENTS WHO IDENTIFIED A SPECIFIC NEED. THESE CLIENTS WERE UNABLE TO PROVIDE THESE ITEMS FOR THEMSELVES, AND OUR STAFF AND VOLUNTEERS WERE ALERTED TO THESE NEEDS BECAUSE OF THE PERSONAL CONNECTIONS WE HAVE MADE. WE APPRECIATE OUR VOLUNTEERS!

**WE HAVE GROWN SIGNIFICANTLY DURING THE PANDEMIC.**

In the first four months of 2020, MOW delivered 56,353 meals compared to 42,539 during the same period in 2019, an increase of 32%. Of these, 11,492 were emergency, shelf stable meals that will last two weeks as a precaution in case meal delivery is stopped due to the virus. Th delivery was possible due to increased funding from the COVID- 19 stimulus to the Area Agencies on Aging.





## Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

### How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

### CDC on Homemade Cloth Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

### Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

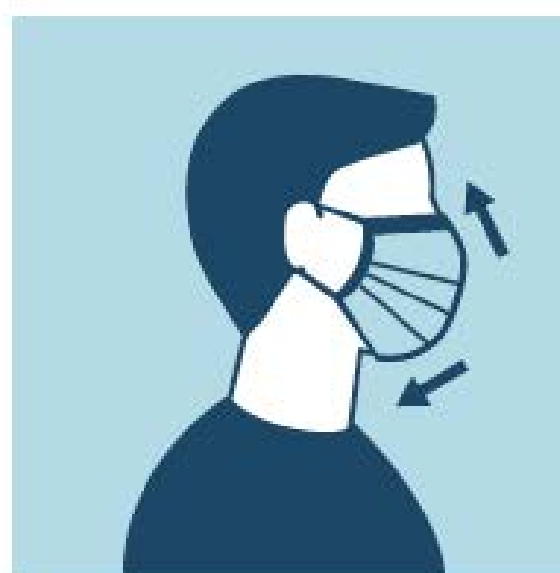
Yes. They should be routinely washed depending on the frequency of use.

### How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

### How does one safely remove a used cloth face covering?

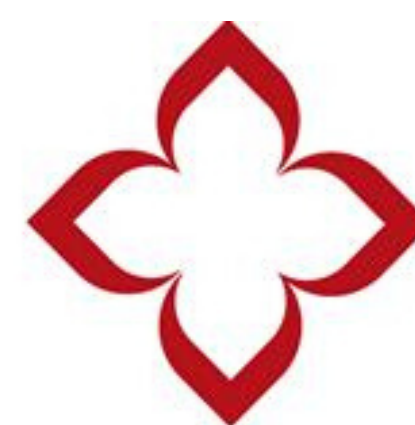
Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



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[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

PHM gathered their amazing church volunteers to help make masks for residents and staff. Chris Lemmon and Deb Whiteside also helped by making 500 masks. This was accomplished in 4 weeks!



Parish Health Ministry

PARISH HEALTH MINISTRY VOLUNTEERS MAKE 1700 MASKS FOR OUR AL RESIDENTS

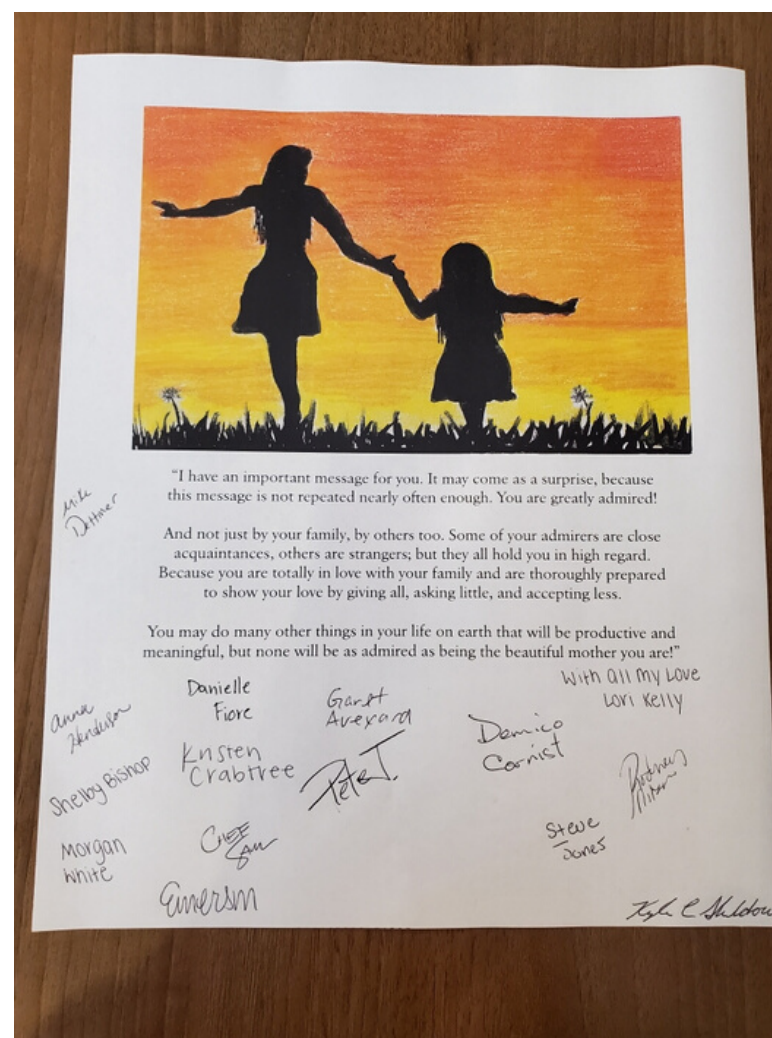




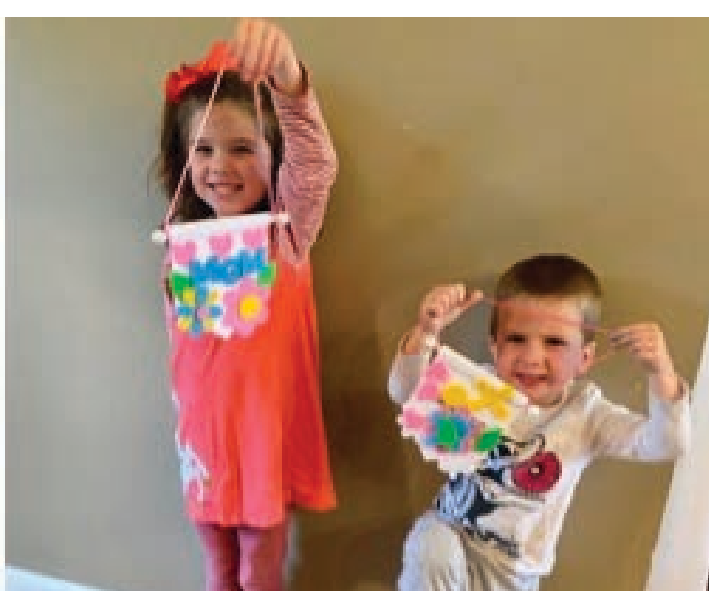


## FROM THE HEART:

- Mother's Day was made special in our communities when staff volunteered to assist residents with window visits with their families. We had window stations in all of our communities from 9:00 – 5:00 allowing mothers to spend time with their families. A heartwarming day! We offered 187 window visits with 43 staff members volunteering on the holiday to make this happen!
- Morgan White, dining staff member at Deupree House, on her own time created and drew a picture for Mother's Day gift bags that were created to give to each Mother & lady of DH. The time and effort to create such a wonderful gift for them was beyond thoughtful.



## MAKING THE BEST OUT OF A SITUATION



The HR team made kits for our staff to take home for their children to make Mother's Day gifts. Gifts such as these are typically done at school for parents.

We didn't stop there. We made such that our staff who are mothers were cared for as well. Each mother received a potted plant to help celebrate the day!





### Heroes are Hard to Find...

When others runaway,  
You're there, you stay,  
When others turn their backs,  
You're there, you attack,  
We have no need to be afraid,  
Because you're there, you stayed,  
There's no doubt you have our backs,  
You weren't scared, you attacked,  
We love you all in our hearts and mind,  
Thorough the darkness your true light shines,  
Forever grateful, until the end of time,  
We praise you all, because,  
Heroes are hard to find..."



## THANK YOU TO OUR HEROES!

# ERS

Episcopal Retirement Services

*Bryan, Dan, Ginny, Joan,  
Kathy, and Laura*





We are making memories!

Birthdays,  
Anniversaries,  
Miniature Horse Visits,  
No-Reason Needed to  
Dress Up,  
"Flock" Bombing,  
Easter,  
Mother's Day,  
"Y'all Can't Be Doing That"  
T Shirts,  
and many more!

