



Dear NLCS Family,

The past few weeks have been nothing but ordinary, but the series of events and actions that you've taken as you continue to provide We CARE service to our residents, guests, clients and each other has been nothing short of extraordinary.

We are all dealing with the serious impact of COVID-19 on our daily lives, adjusting our daily routines at work and at home. You graciously continue to provide essential services throughout our organization, keeping life as normal as possible for our residents, guests and clients. You've taken on challenges of learning new technologies to push programs to residents, delivered meals door-to-door three times a day, sat with a resident who kept asking for her daughter to visit, and so much more. A thank you doesn't seem like enough, but we are very grateful for what you do each day.

As we continue to monitor and follow all necessary infection control guidelines and protocols as recommended by local, state and federal health authorities, our ultimate commitment through this pandemic is to provide peace of mind for residents, clients, team members and your families by striving to provide the safest environment possible.

As we continue to learn more about the COVID-19 resources available to our team members and their families, there are a number of topics that we'd like to share:

Online Resources – We have created a team member COVID-19 resource area on our website at www.nationallutheran.org/WeCAREteam. Visit this frequently for additional resources for you and your family.

Families First Coronavirus Response Act (FFCRA) – because of our classification of a retirement facility/nursing home and because of the size of our organizational-wide employee population is greater than 500, NLCS does not fall under the FFCRA.

Compensation while off work because of COVID-19 Symptoms or Exposure – How will I be paid if I'm required by NLCS to self-quarantine?

- If required by NLCS to self-quarantine, full time and part time team members will be able to use accrued PTO for the first half of the self-quarantine period. NLCS will pay you at your regular rate of pay for the second half of the self-quarantine period, which is based on your regular work schedule for the self-quarantined period.
- If you exhaust your PTO or currently have no PTO accrued, you will be permitted to accrue a negative PTO balance up to 40 hours.
- The decision on self-quarantine, including the number of days required for the self-quarantine is established by the Health Care Administrator, or designee.

Working elsewhere during COVID-19 – What if I have another job outside of NLCS? To help control the spread of COVID-19 from the greater area, team members are required to inform your Health Care Administrator, or designee, of any other places of employment.



National Lutheran Communities & Services

www.thevillageatrockville.org
www.thevillageatorchardridge.org
www.thevillageatprovidencepoint.org
www.thelegacyatnorthaugusta.org
www.thevillage@augzburg.org
www.mypotentialathome.com
www.impact1890.org
www.nationallutheran.org

Video Visits with your Health Care Providers – Both CareFirst and Kaiser (Augsburg only) have implemented video visits with your health care providers. CareFirst has waived copays, coinsurance or deductibles during this public health emergency. Information is available through your health plan.

Are there any resources through NLCS' Employee Assistance Program (EAP)? Yes! All active NLCS team members, regardless of the entity, have access to our EAP. If you need help dealing with a personal crisis or would like additional resources and strategies for improving your resilience, contact our employee assistance program for confidential counseling and other services. *EmployeeConnect* offers professional, confidential services to help you and your loved ones improve your quality of life. You and your family can access services 24/7. For information and referrals on family matters, legal information and financial guidance:

- Visit www.GuidanceResources.com or download the GuidanceNow mobile app
Username: LFGSupport
Password: LFGSupport1
Identify yourself as a National Lutheran Communities & Services employee
- Talk to a support specialist at 888-628-4824

As we all navigate through this time, we expect more changes and perhaps more disruptions to our daily routines and how we operate as an organization. We cannot thank you enough for your patience and your self-responsibility in helping to prevent the spread of this virus.

With thanks,

Kathleen B. O'Halloran
Chief Talent & Culture Officer