

LSS COVID-19 Frequently Asked Questions

Will LSS test all residents?

Now that testing supplies and availability have expanded, LSS communities have partnered with state health departments to conduct universal testing in our Care Centers. This includes residents and staff. Some communities have expanded testing to include Assisted Living and Memory Care Assisted Living residents and staff.

We realize that testing will only provide information for a single point in time on the day the test is taken. Test results are not a replacement for social distancing and the numerous precautionary measures we have in place.

We have been, and will remain to be, focused on testing Assisted Living, Memory Care Assisted Living, and Care Center residents who would benefit the most from it. This includes residents living in those levels of living with symptoms or who have had significant exposures, which means they were in contact with a COVID-19 positive person who was not wearing a mask.

Will LSS test all staff?

Now that testing supplies and availability have expanded, LSS communities have partnered with state health departments to conduct universal testing in our Care Centers. This includes residents and staff. Some communities have expanded testing to include Assisted Living and Memory Care Assisted Living residents and staff.

We realize that testing will only provide information for a single point in time on the day the test is taken. Test results are not a replacement for social distancing and the numerous precautionary measures we have in place.

We are screening staff at the beginning of their shift. In Illinois, Care Center staff is also screened every four hours during their shift per Illinois Department of Public Health (IDPH) guidelines. Staff members are encouraged to obtain a COVID-19 test if they are experiencing temperature of 100.0 and respiratory symptoms or if they have had direct contact with someone who has COVID-19.

If a staff member is tested and the test is negative, or if their physician determines a test is not required, and they have been fever free without medication for 72 hours and respiratory symptoms have improved, staff may return to work. If they test positive, the staff member will not be allowed to return to work until they have no fever for 72 hours without medication, respiratory symptoms have improved, and at least 10 days have passed since the first symptom appeared or since they were tested.

How are LSS communities communicating information about COVID-19?

As of April 30, 2020, the Centers for Medicare and Medicaid Services (CMS) issued new guidelines asking all Care Centers to communicate the first positive COVID-19 case and if three or more residents or staff members have respiratory symptoms to Care Center residents, family members, and staff. In addition, Care Centers with cases will also provide a weekly update to residents, family members, and staff.

Illinois Department of Public Health (IDPH) requires that this information is also communicated for Assisted Living and Memory Care Assisted Living. LSS follows this direction for its Missouri communities as well.

Each LSS community has a web page where this information is updated by 5:00 p.m. daily and weekly summaries are updated by 5:00 p.m. on Saturday.

LSS residents and family members have open communication with their community's executive director and are encouraged to reach out to their community directly with any questions.

Individual community pages can be found here:

[Breeze Park](#)

[Concordia Village](#)

[Heisinger Bluffs](#)

[Laclede Groves](#)

[Lenoir Woods](#)

[Lutheran Hillside Village](#)

[Mason Pointe](#)

[Meramec Bluffs](#)

[Meridian Village](#)

[Richmond Terrace](#)

Why do the case numbers on the LSS website not match other public websites?

All information is reported to the Centers for Disease Control and Prevention (CDC) and can also be found at <https://www.medicare.gov/nursinghomecompare/search.html>. Case numbers on public websites may not line up with what is provided on the LSS web pages. This is because information on the LSS web pages will be more up to date as the time between receiving test results and updating LSS web pages will be shorter than the public websites.

How are case numbers recorded?

Resident cases are reported by level of living: Care Center, Assisted Living, and Independent Living. Assisted Living includes Memory Care Assisted Living and Assisted Living. Independent Living cases are self-reported by Independent Living residents.

Staff cases are reported by the level of living where they are assigned. Assisted Living includes Memory Case Assisted Living and Assisted Living.

Other cases include contracted providers who work in our communities.

How have LSS residents been staying physically and mentally well while sheltering in place and socially distancing?

Our communities' Lifestyle Enrichment Teams and other staff members are going above and beyond during this time of restrictions. Many communities are making use of their in-house television channels to share exercise classes, devotional readings, daily community talk shows, and much more with residents. Check out our LSS communities on Facebook to see how they are creatively engaging residents!

How do I know if my loved one had contact with residents or staff who test positive for COVID-19 or have symptoms?

LSS communities are carefully tracking staff member interaction with residents. During this time, residents are social distancing and wearing face masks when leaving their residences and should have zero to minimal contact with other residents. Please contact your loved one's community if you have questions.