



April 23, 2020

Dear Lorien Families:

This pandemic has highlighted the fact that there are many “heroes” who walk among us. The country has come together to thank them in various ways. A noticeable gap in these public acknowledgements have been senior care staff. These dedicated health care providers are working through their own fears and anxieties as they care for our most vulnerable population.

We are incredibly proud of our “Lorien Heroes,” and grateful that they continue to show unwavering resolve and compassion as they care for our residents and your loved ones. Our team embodies Lorien’s belief that we are family taking care of family. In recognition of their extraordinary commitment to our residents, Lorien has deployed what we term the “Be There Compassionate Care” rate for all hourly employees working in a facility that has COVID positive patients. As you can imagine, some of our employees have tested positive. Our protocol is for that employee to be quarantined, not return to work for 10 days and be symptom free per CDC and Maryland Health Department protocols. Fortunately, our quarantined employees will be paid thanks to the **Families First Coronavirus Response Act**, a Federally Financed relief package, in addition to Lorien’s provided benefits. To date, we have had 8 employees test positive throughout our system of approximately 2000 employees. I also wanted to let you know as of 3:00 PM today, we have 7 positive patients in our 1,200 plus patient / resident system. As a reminder, if your loved one has been affected directly, you will be contacted.

I’m happy to acknowledge several partners which have stepped up to show their unique appreciation for our Lorien team. The Baltimore Ravens and Aberdeen Ironbirds recently donated ponchos which will be modified to meet CDC guidelines for crisis management PPE when working with non-COVID patients; and Freedom Federal Credit Union, Ledo Pizza, Saval Foods, Lunchbox Deli and Treats, and Thunderhead Bowl have provided delicious meals.

Lorien continues to put the health and safety of our residents and our team first. In addition to implementing the health and safety processes outlined by local, state, and federal health officials, Lorien has corporate and full-time staff working seven days a week to support each Lorien location. Our employees are also strictly following preventative measures, including intensive screening prior to each shift. Employees who test positive for COVID-19, or have been in contact with a positive case, must be cleared by the Maryland Health Department before returning to work.

Finally, if you have any questions or concerns, please contact our 24 hour ComplianceLine by phone at 1-855-859-0809 or through our website ([www.lorienhealth.com](http://www.lorienhealth.com)). I want to thank **you** for continuing to support our “Lorien Heroes.” Please keep it coming!

Sincerely,

Lou Grimmel, Sr.  
CEO, Lorien Health Services

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