

Dear Residents and Families,

Good Shepherd Communities and Chase Memorial Nursing Home are monitoring the Corona Virus situation as we are sure many of you are as well. Currently, there are no known cases in Chenango County, but we wanted to reach out to our residents and their families and let you know what we are doing to prepare for the likelihood the virus will enter our local area.

Long term care facilities are working in collaboration with Centers for Medicare and Medicaid (CMS), the Centers for Disease Control and Prevention (CDC), the New York State Department of Health (NYS DOH, and our local Public Health Department to prepare for the likely presence of this virus in our communities.

We are diligently following all directives and recommendations from these entities to ensure that we are prepared to care for our residents.

The New York State Department of Health and CMS have issued notifications regarding visitors. Based on these notifications, we are implementing the following steps.

Discouragement and Screening

While we will allow normal visitation (except for those residents who meet restriction criteria established for screening), we **strongly encourage people to refrain from visits** to assist us in protecting our residents.

We will be screening all visitors using the following restriction criteria:

1. We will actively screen and restrict visitation by those who meet the following criteria:
 - Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
 - In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID19, or under investigation for COVID-19, or are ill with respiratory illness.
 - International travel within the last 14 days to countries with sustained community transmission.
 - Resides in a community where community-based spread of COVID-19 is occurring.Individuals who meet any of the criteria above **should not be allowed in the facility at all**, until they no longer meet the criteria above.
2. Additionally, we will ask:
 - Have you taken any recent trips (within the last 14 days) on cruise ships or participated in other settings where crowds are confined to a common location?

If the answer is yes, we suggest deferring the visit to a later date. If your entry is necessary, you should use PPE while onsite. If we do not have sufficient PPE, we will restrict your visit, and ask you to come back after at least 14 days with no symptoms of COVID-19.

3. If you do not meet the above criteria (1-2), you can enter the Facility but we may require you to use Personal Protective Equipment (PPE) such as facemasks.
4. All visitors must enter through the Main Entrance only

If we are notified that there is an active COVID-19 case in Chenango or adjacent county, we will be changing our strategy from **Discouragement** to **Limiting** Visitations. Limiting means that visitors will not be allowed to enter the facility except for **end-of-life situations** or when a visitor is **essential for the resident's emotional well-being and care**. Example: a daughter who visits her mother every Monday, would cease these visits, and limit her visits to only those situations when her mom has a significant issue. Also, during the visit, the daughter would limit her contact with her mother and only meet with her in her room or a place the facility has specifically dedicated for visits.

Please consider making phone calls or skype visits during this time as we know interactions between our residents and their loved ones is also critical to our residents well-being. We are working to facilitate this in the near future.

Staff

Staff will be screened on a daily basis using the process outlined above.

General

Information on practices will be posted at entrances, in the vestibules and on our website.

In addition, please note we are cancelling any resident activities involving outside entertainment and/or volunteers. We will continue to provide resident activities using our employees in accordance with our infection control policies.

We appreciate your cooperation, and will update you on evolving concerns and plans. Please share this information with friends and families who visit. At this time, we are unable to estimate the duration of the limitations on visits and changes to group programming, but we will modify our strategies based on regulatory directives and best practices. If you have any questions, please contact the appropriate personnel as outlined in the Facility Specific Information below.

Sincerely

Gabby Skillen

Acting Administrator

Facility Specific Information

Main Number	847-7000
Designated Entrance	Main Entrance
General Inquiries on Visiting	Receptionist or House Charge RN
Specific Guidance on Visiting	Social Services
HC Specific Resident Health Status Inquiries (Limited to Mon-Fri 11a-1p. On evenings and weekends, please contact the Facility and ask for the House Charge RN)	Unit Manager