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To All Families of our Skilled Nursing and Adult Care Residents:



“WELCOME” TO OUR NEW FAMILY CONTACTS

We are required to notify all residents, families and staff of a facility whenever we have a positive COVID test result for any staff member or resident. While CMS requires this notice be made by 5 pm of the next day, NYS is more stringent, requiring notice within 24 hours. Two points of contact are required.

To help us meet these requirements, we have utilized a broadcast tool (School Messenger) to send emails and automated phone calls to up to two email addresses and two phone numbers per resident or resident contact, which is usually the first Health Care Proxy. The system then broadcasts to all the contact phone numbers and emails in this database. We also use this system to send out this weekly update letter to our resident family contacts.

You will also receive a broadcast when we have a staff member or resident test positive for COVID-19. This includes an email *and a phone call*. We understand these phone calls can come at inconvenient times and would like to offer you the option to opt out of the phone calls for one or both of the numbers on file *so long as we have an email address on file to receive the alert*. This opt out will only effect the notification databases used by School Messenger. All contact info will remain on file in our Electronic Health Record, PointClickCare.

If you wish to opt out of alerts for one or both phone numbers we have file, please email me at pm@goodshepherdcommunities.org with the specifics. Please note it will take time to make the changes to the databases, so dependent on volume, there may be a delay from the time you make the request and the time the database revisions are completed. Thank you in advance for your patience.

TESTING

Each week we will provide you with updated information on COVID-19 testing at all of our campuses.

Testing Tracker: Summary of Employees & Residents Diagnostic Testing								
Employees					New Suspected Cases			
	To date (since pandemic start)							
	Employees tested	Tests Pending	Employees Positive	Employees Negative	Employees tested	Tests Pending	Employees Positive	Employees Negative
Chase	19	0	3	16	1 tested offsite	0	1	0
GSFH	26	0	6	19 and 1 inconclusive	1	0	0	1
GSVE	24	0	5	19	0	0	0	0
1/13/21 note the 3 'employees for cause' are actually one person who travels b/w campuses								
Residents					New Suspected Cases			
	To date (since pandemic start)							
	Residents tested	Tests Pending	Residents Positive	Residents Negative	Residents tested	Tests Pending	Residents Positive	Residents Negative
Chase	18	0	2	16	1	0	0	1
GSFH	81	0	9	72	3	0	1	2
GSVE	43	0	1	42	1 tested offsite	0	1	0
Tested as of 12/29/20					1/13/21-1/19/21			
Please note some testing was purely precautionary as the individual was asymptomatic. Ex: fall led to ER visit and tested.								

Please note the chart above is for testing conducted for cause only. At this time, it does not include the mass staff weekly testing discussed below, resident exposure testing, resident mass testing or staff testing done as part of any pre-op procedures.

Mass Resident Testing

Mass Resident Testing				
	Tested	Positive	Negative	Pending, Inconclusive or Indeterminate
GSFH	33	0	33	0
GSVE	18	0	18	0
Chase	36	11 repeats	8	17

NYS DOH Mandatory Testing for all Staff: Results of week of 1/13/21-1/19/21:

Mass Staff Testing

Mass Employee Testing				
	Tested	Positive	Negative	Pending, Inconclusive or Indeterminate
GSFH	306	3 repeat	302	1
GSVE	216	2 and 2 repeats	212	0
Chase	122	5 and 11 repeats	106	0

Staff Testing 1/13/21-1/19/21

In the last round of staff testing, we had the following positive results:

GSFH: No new staff tested positive for COVID-19.

Chase

1/12/21

- One of our employees in the Nursing department received a positive test result from an outside provider. No other staff or residents are considered close contacts due to the PPE staff are wearing while in the facility. The staff member will self-isolate for the required period.

1/14/21

- Four members of the Nursing team tested positive. All are symptomatic. None of these individuals is considered a close contact with any other staff or residents due to PPE in use, and all will self-isolate.

1/15/21

- A clinical staff person who travels between our campuses tested positive. This individual is asymptomatic. There are no close contact with any other staff or residents due to PPE in use, and the individual will self-isolate.

GSVE:

1/18/21

- An employee who works in our Skilled Nursing Facility in the Nursing department has tested positive for COVID-19. The staff member is asymptomatic and will self-isolate for 14 days. There was one staff contact identified, they will self-quarantine while not at work. There was one resident contact identified, the resident is on full transmission based precautions.
- An employee in the Dietary department in tested positive for COVID-19. The staff member is asymptomatic and will self-isolate for 14 days. No staff members or residents were in close contact.

Resident Testing 1/13/21-1/19/21: Please note the narrative below includes ***all positive test results***, including results of required resident mass testing. Therefore it may not correspond with the table above, which represents only those tested for cause.

GSFH: 33 mass tests performed with no new positive resident results.

1/17/21

- One of our residents on our Rehab unit tested positive for COVID-19. This resident has mild symptoms and will be on isolation for 14 days. Contact tracing revealed there were five staff members considered close contacts. The employees have been furloughed and will self-isolate for the required period. No other residents were close contacts.

Chase: No new resident positive test results.

Resident mass testing at Chase: 36 tested, 0 new positives, 11 repeats, 17 pending and 8 negatives.

GSVE:

1/18/21

- A resident in Independent Living tested positive for COVID-19. The resident is currently hospitalized. The exposure did not occur on-site. Two family members were close contacts, and are self-isolating. No other residents or staff members are considered close contacts.

18 mass tests performed: all negative

Resident COVID related Deaths 1/13/21-1/19/21

GSFH: We are happy to report there were no COVID related resident deaths at GSFH.

Chase

- Four of our residents who had previously tested positive for COVID-19 passed away. Our thoughts are with their families and loved ones.

GSVE: We are happy to report there were no COVID-19 related resident deaths at GSVE.

Vaccination

- **SNF**
 - At this point, all three of our campuses have had their first vaccine clinic for all SNF residents, and as of today, all will have their second vaccine clinic.
- **ACF:**
 - GSVE ALR clinic dates: 1/14, 2/4, 2/25
 - GSFH ALR Clinic Dates: 1/13, 2/3, 2/24
- **Independent Living**
 - **We are very excited to announce our LTC pharmacy, the Medicine Shoppe will be holding clinics over the next few weeks for our IL residents.**
 - GSFH: Friday 1/22/21. All apartment residents who elect to receive the vaccine will be scheduled.
 - GSVE: Monday 1/25/21. 60 appointments are available and will be scheduled in alphabetic order. A second clinic will be scheduled within the next few weeks as more vaccine becomes available.
 - While there is no cost for the vaccine, we will be gathering all the required paperwork in advance to expedite the day of the clinic, including driver's license, and Medicare cards for each resident. And please remember the vaccine requires two doses 3-4 weeks apart.
 - NYS residents over 65 are also eligible to be vaccinated at other sites. To explore eligibility, available sites and learn how to schedule an appointment, access this link: <https://am-i-eligible.covid19vaccine.health.ny.gov/>
- **Staff**
 - ALL staff regardless of department are eligible for the program, with prioritization based on risk. These clinics have begun at all the Campuses
- There will be no cost to employees for this vaccination.
- While this is not mandatory for our residents or staff, **we are hoping all of our eligible residents and staff will elect to be vaccinated unless there are contraindications.**

NYS Mandated Staff Testing

Per NYS, full-time staff are required to be tested twice per week for COVID 19, and those who do not meet the hours requirement must be tested once per week. Our facilities have made arrangements to meet this requirement.

Furloughed Staff

While we our facilities continue to provide quality care to all of our residents, we want to be completely transparent about some of the challenges we are facing. Each campus has had and continues to have employees who have either tested

positive for COVID-19 or have had close contacts, and are therefore furloughed for a minimum of 14 days. This will obviously create staffing challenges. The following summarizes the currently furloughed staff members at each facility:

Furloughed Staff					
	Nursing	Env Servic	Dietary	ACF	Other
GSFH	5	0	0	0	0
GSVE	1	0	1	0	0
Chase	12	2	0	0	1

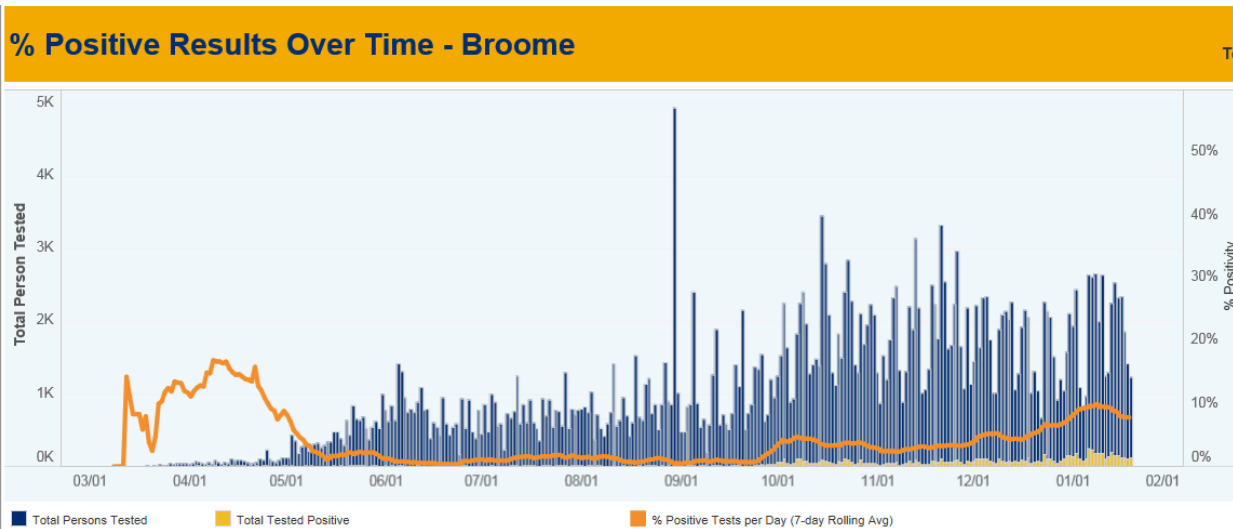
Positivity Rates and COVID Zones

NYS reports on COVID Positivity Rates by County and also on COVID Cluster Spots. Each week, we will include the most recent info. Increasing positivity can impact all businesses. Per CMS guidelines:

Table 2: Routine Testing Intervals Vary by Community COVID-19 Activity Level

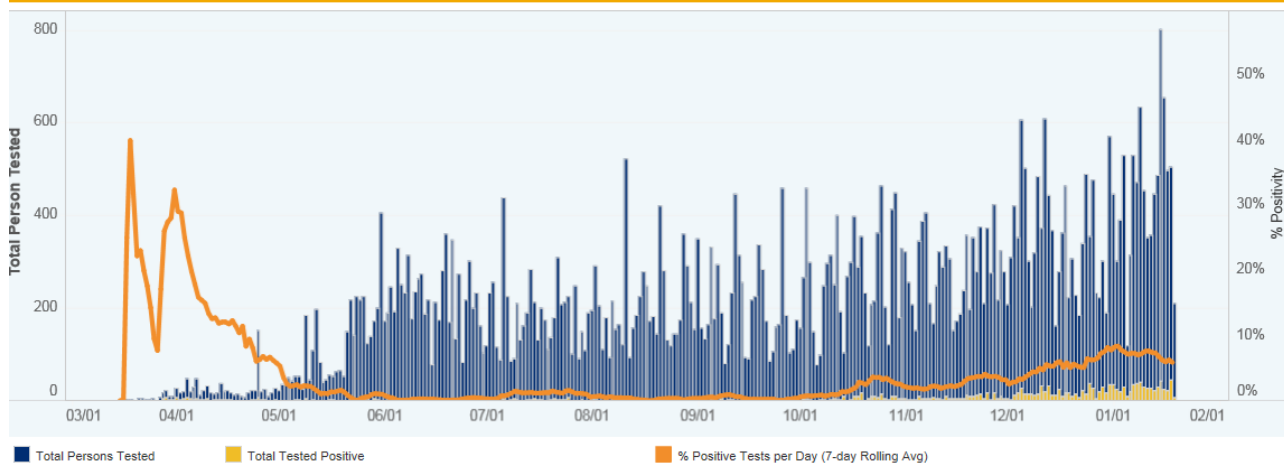
Community COVID-19 Activity	County Positivity Rate in the past week	Minimum Testing Frequency
Low	<5%	Once a month
Medium	5% - 10%	Once a week*
High	>10%	Twice a week*

*This frequency presumes availability of Point of Care testing on-site at the nursing home or where off-site testing turnaround time is <48 hours.



Test Results - Yesterday		Total Persons Tested	Total Tested Positive	% Positive, Yesterday	% Positive, 7-day Avg
Southern Tier	Broome	1,103	127	11.5%	7.8%

% Positive Results Over Time - Chenango



Test Results - Yesterday

	Total Persons Tested	Total Tested Positive	% Positive, Yesterday	% Positive, 7-day Avg
Southern Tier				
Chenango	202	8	4.0%	5.9%

Currently, none of our facilities are in a COVID cluster hot spot.

FAQs: We receive multiple individual emails or calls with questions. Rather than respond individually to multiple individuals asking the same or similar questions, we have added a FAQs section each week. Please note we have an obligation to maintain the privacy of the health information of our employees and cannot provide information which could potentially identify them.

Q: Which of our facilities and level of care currently allow visitors?

A: Currently, all levels of care at all GSC facilities with the exception of GSVE ALR are required to pause visitation due to recent positive COVID test results.

Because the hours available and locations vary by facility and level of care, we are issuing facility\level of care specific broadcasts to the impacted families with more specific information.

Also please note that a single positive COVID test at a facility\level of care will result in the Department of Health suspending visitation for another 14 days. COVID prevalence is increasing in NYS. In the event that we must suspend visitation, we will notify any visitors scheduled individually, and then issue a broadcast with more general information.

Please remember the NYS DOH guidelines for visitation for ACFs and SNFs are different in many ways, including how many people can visit at a time and the SNF requirement that visitors present verified negative COVID test results within the last week prior to the visit. If you are concerned about this requirement and the burdens it presents, please reach out to the Governor's office at 1-518-474-8390 to voice your concerns.

Please remember that NYS DOH has very strict guidelines on how we structure our visitations. Social distancing is absolutely required. If visitors do not comply with these guidelines, the visitor will be asked to leave and may not be allowed to return depending on the nature of the violation. These guidelines are for the protection of our residents, and we ask everyone to comply.

We continue to offer virtual visits, and can arrange for window visits. Both should be scheduled through the Therapeutic Recreation department.

Donations

- No new donations were received this week.

Please remember to contact the facility's Administrator prior to making a non-monetary donation so they are aware and they can review any restrictions.



Please visit our website for ongoing coverage of our response to COVID.

Thank you all for your patience during this difficult time. If you are feeling unusually high levels of stress, there are a number of resources available.

- Office of Mental Health Emotional Support Helpline: 1-844-863-9314 *
The Emotional Support Helpline provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Helpline is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.
- CDC Resources : <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

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