

December 2, 2020



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 5pm 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](mailto: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-testing at all of our campuses.

Testing Tracker: Summary of Employees & Residents Diagnostic Testing								
Employees	To date (since pandemic start)				New Suspected Cases			
	Employees tested	Tests Pending	Employees Positive	Employees Negative	Employees tested	Tests Pending	Employees Positive	Employees Negative
Chase	14	0	1	13	0	0	0	0
GSFH	15	0	3	11 and 1 inconclusive	0	0	0	0
GSVE	18	0	3	15	0	0	0	0
Residents	To date (since pandemic start)				New Suspected Cases			
Residents tested	Tests Pending	Residents Positive	Residents Negative	Residents tested	Tests Pending	Residents Positive	Residents Negative	
Chase	14	0	0	14	0	0	0	
GSFH	61	0	8	53	3	0	3	
GSVE	35	0	1	34	1	0	1	
Tested as of 11/24/20				11/25/20-12/1/20				

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, or staff testing done as part of any pre-op procedures.

**NYS DOH Mandatory Testing for all Staff: Results of week of 11/25/20-12/1/20**

## Mass Testing

	Tested	Positive	Negative	Inconclusive or Indeterminate
GSFH	121	0	121	0
GSVE	142	1 positive who was not on campus during infectious period and 3 repeat positives	138	0
Chase	101	1	99	1

### **Staff Testing 11/25/20-12/1/20**

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

*GSFH*: No new positive staff results

*GSVE*: No new positive staff results

*Chase*:

11/29/20

- One staff member in our Nursing Department tested positive for COVID-19. The employee is symptomatic and will Self-Isolate for 14 days. Two staff members were in close contact and will follow all department of health instructions regarding self-quarantine. No residents were identified as having close contact but as a precautionary measure due to the nature of the employees work both units have been placed on droplet precautions.

### **Resident Testing 11/25-12/1**

*GSFH*: No new positive resident tests.

*Chase*: No new positive resident tests.

*GSVE*

11/28/20

- We received a report from the local health department that a resident in Independent Living had tested positive for COVID-19. As this was an IL resident, the local health department conducted contact tracing, although we did provide assistance in terms of staff members who had been in this person's unit. Based on this tracing, no other residents and no staff members were in close contact.

GSVE has also seen the loss of four of our SNF residents who had previously tested positive for COVID during the past week. All of our staff are mourning these losses, and our thoughts and prayers are with the residents' family and friends.

There have not been any newly identified positive residents in SNF.

## Salon Service

Good Shepherd Fairview Home directly employees their beauticians and has been allowed to provide services on the units with some restrictions depending on the level of care. The week after Thanksgiving, they will be expanding this.

At Good Shepherd Village at Endwell, salon services continue in ALR and IL.

At Chase, we have not yet been able to resume salon services.

## Vaccination

We continue to monitor the news on approvals for COVID-19 and the federal recommendations for prioritization.

We were encouraged to learn the U.S. Centers for Disease Control and Prevention (CDC) formally announced yesterday that the first available and approved COVID-19 vaccine doses will be allocated to health care and frontline workers, as well as residents of long-term care facilities. This functions more as a recommendation rather than a mandate, but will help states plan how to distribute the first round of vaccine doses.

Vaccine developers Moderna, Pfizer, and AstraZeneca have all reported positive efficacy data in November, with the Moderna and Pfizer in the process of applying their vaccine candidate for the FDA's Emergency Use Authorization (EUA). The U.S. Food and Drug Administration is expected to approve the emergency use of two shots later in December.

We will provide more information into what will happen in NYS in terms of vaccinations as it emerges.

### NYS DOH Guidance on Residents Leaving the Facility for Holiday Visits

On November 24, 2020, NYS issued guidance on this topic. While there are still some unknowns which we are clarifying, the requirements are serious and their impact should be carefully evaluated when making plans for the Holidays.

- Residents who leave a facility must:
  - Quarantine or minimize contact to the extent safely possible prior to their return to the facility.
  - **Be quarantined on transmission-based precautions upon return to the facility for 14 days.**
  - **Test negative immediately (within 24 hours) prior** to return to the facility.
  - **Be tested at least three times** during the 14-day quarantine period at the facility, including on the first day (upon return) and the last day that a resident must be quarantined.
  - Residents who leave and a family or friend must attest in writing that they:
    - Are aware of the risks involved with taking the resident out of the facility;
    - Will follow masking, social distancing, and hand hygiene practices pursuant to CDC and DOH directives;
    - Will notify the facility if the resident becomes ill within one week of leaving the facility;
    - Will notify the facility if anyone with whom the resident socialized tests positive for COVID-19 or influenza or exhibits symptoms of COVID-19 and influenza within 14 days of the resident's return to the facility;
    - Will communicate with the facility about a return date for the resident to the facility in accordance with the facility's policy; and
    - Will quarantine or minimize contact (or assist the resident to do so) to the extent safely possible prior to return to a nursing home.

Please consider these requirements carefully in considering bringing your loved one out of the facility for a visit, particularly the requirement for a 14 day quarantine upon return and the impact of this on your loved one.

**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, Good Shepherd Village at Endwell Assisted Living (ALR, SNALR, and EALR) and Good Shepherd Fairview Home ACF (ALR, EALR, and ALP) and SNF are open for visitation.

Chase Memorial Nursing Home and Good Shepherd Village at Endwell Skilled Nursing Facility 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**

Thank you to the following individuals or groups for their generous donations to support of our staff and residents:

- A family member of a resident on the Rehab unit donated individual pies to the GSFH rehab unit staff
- Lee Shepherd donated her "Quarantine Recycling Project" to all the residents of GSFH. She crafted old Christmas cards into boxes and filled them with chocolate.
- Jackie Casciani, Laura Specchio, Alyssa Specchio and Cathie Criddle made Beautiful Handmade Holiday Cards for all of the residents in GSFH's assisted living and skilled nursing.

Please remember to contact the facility's Administrator prior to making a 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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