



November 5, 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 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-testing at all of our campuses.

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	12	0	0	12	0	0	0	0
GSFH	12	0	3	9	2	0	0	1 and 1 inconclusive
GSVE	17	0	2	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	13	0	0	13	0	0	0	0
GSFH	41	0	8	33	1	0	0	1
GSVE	30	0	0	30	0	0	0	0
Tested as of 10/28/20					10/29/20-11/4/20			
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. At GSFH there was an additional resident who tested positive as a result of mass testing not reflected above.

NYS DOH Mandatory Testing for all Staff: Results of week of 10/22/20-10/28/20:

Mass Testing

	Tested	Positive	Negative	Inconclusive or Indeterminate
GSFH	163	2 repeat positives	160	1
GSVE	133	2	131	0
Chase	105	0	105	0

Staff Testing 10/29/20-11/4/20

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

GSFH: No new positive staff results

GSVE:

11/4/20

- A staff member in the dietary department has *tested positive for COVID-19*. The employee is asymptomatic and will self-isolate for 14 days. One other staff member was identified as a close contact.
- A staff member who works in the Resident Services Department has *tested positive for COVID-19*. The employee is asymptomatic and will self-isolate for 14 days. This individual had close contact with one IL resident who has been notified. **All close contacts have been notified. If you have not been notified, you were not in close contact.** This individual was also on the ALR unit recently, which means we will need to pause visitation.

Chase: No new positive staff results.

Resident Testing 10/29-11/4

GSFH: No new positive resident tests.

Chase: No new positive resident tests.

GSVE:

11/1/20

- One of our residents tested as part of our mass testing who lives on the Skilled Nursing Unit has *tested positive for COVID-19*. The resident is symptomatic, and will self-isolate for 14 days. Five staff members were considered close contacts with the resident and will self-quarantine while not working, the exposure is considered low level because of PPE that was worn during contact. No residents were in close contact. In accordance with CMS guidelines, all Skilled Nursing residents will be tested weekly for COVID-19 until there are no positive COVID-19 results for 14 days. All staff are already being tested weekly per NYS. The unit is closed and visitation continues to be on pause.

We continue to have a daily monitoring system to monitor all residents for signs/symptoms of COVID-19, as well as our daily screening for all staff.

GSFH ALP UPDATE

All residents have returned from the hospital.

GSFH REHAB UPDATE

Of the 3 resident cases, 1 has recovered. 2 remain in isolation, with 1 being asymptomatic and the other experiencing mild symptoms.

Salon Service

We are pleased to announce that we just received notice today that effective 11/6/2020, Adult Care Facilities (ACFs) and Nursing Homes (NH) may resume in-house salon services, provided that the facility is able to adhere to all local, state, and federal requirements as applicable, relative to hair salons and barbershops.

Good Shepherd Fairview Home directly employs their beauticians and has been able to provide services on the units rather than in the salon. Good Shepherd Village at Endwell and Chase contract out salon services and have not been allowed to resume services.

The new guidelines are very detailed and vary by level of care in terms of testing requirements for salon personnel, and there are some unanswered questions, but we hope to have more information on re-opening in the near future.

NYS Quarantine Travel Restrictions.

Governor Andrew M. Cuomo announced new guidelines allowing out-of-state travelers to New York to "test out" of the mandatory 14-day quarantine. Travelers from states that are contiguous with New York will continue to be exempt from the travel advisory; however, covered travelers must continue to fill out the [Traveler Health Form](#). Essential workers will continue to be exempt as well. The new protocol was effective Wednesday, November 4.

For any traveler to New York State from out of state, exempting the contiguous states, the new guidelines for travelers to test-out of the mandatory 14-day quarantine are below:

- For travelers who were in another state for more than 24 hours:
 - Travelers must obtain a test within three days of departure from that state.
 - The traveler must, upon arrival in New York, quarantine for three days.
 - On day 4 of their quarantine, the traveler must obtain seek another COVID test. If both tests come back negative, the traveler may exit quarantine early upon receipt of the second negative diagnostic test.

- For travelers who were in another state for less than 24 hours:
 - The traveler does not need a test prior to their departure from the other state, and does not need to quarantine upon arrival in New York State.
 - However, the traveler must fill out the traveler information form upon entry into New York State, and take a COVID diagnostic test four days after their arrival in New York.

Local health departments will validate tests, if necessary, and if a test comes back positive, will issue isolation orders and initiate contact tracing. The local health department must make contact with the state the traveler came from, to

ensure contact tracing proceeds there as well. All travelers must continue to fill out the traveler information form upon arrival into New York State to contribute to New York State's robust contact tracing program.

CMS and NYS Required Broadcasts

We are required to issue broadcasts whenever we have a positive test result for staff or residents in SNF and ACF within 24 hours. In a spirit of transparency we also notify all of our residents at all levels of care of the new positive result, including Independent Living Residents though there is no Department of Health mandate to do so.

When staff compose the notification many things are taken into consideration including resident privacy issues. We specifically limit the amount of information we provide to protect the identities of residents or staff who may be infected. The Broome County Department of Health is notified and they will notify anyone in the community that has had close contact with the infected individual during the period when the virus would be transmitted. If you do not receive a call from the local DOH or our staff you can assume you were not in close contact.

The staff of Good Shepherd has worked long and hard to put policies and procedures in place to protect our staff and residents. But despite our best efforts both GSFH and GSVE have now had residents who tested positive for COVID. There are many ways COVID can enter a facility even when all Infection Control protocols are followed. For example, at times residents in our facilities have to go out to specialist appointments, others may need to visit an emergency room. Staff have contacts in the community as do visitors. Since visitation has begun we require skilled visitors to bring proof of a negative test but we know a person who was negative three days ago can be positive today. As long as we allow our staff to go home and our residents to leave the building we will be at some degree of risk. But we do everything in our power to try and protect both our residents and staff, and to contain any spread of the virus.

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, Chase Memorial Nursing Home and Good Shepherd Fairview Home ACF (ALR, EALR, and ALP) are open for visitation.

Good Shepherd Village at Endwell Skilled Nursing Facility and Assisted Living (ALR,SNALR, and EALR) and Good Shepherd Fairview Home's SNF 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:

- John Cizauskas' Daughter Rosie Dickerson made Halloween goodie bags for the 3rd floor GSFH ACF staff.

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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