

October 15, 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.

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	11	0	0	11	0	0	0	0
GSFH	10	0	3	7	1	0	0	1
GSVE	13	0	1	12	2	0	0	2
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	10	0	0	10	0	0	0	0
GSFH	35	0	5	30	0	0	0	0
GSVE	28	0	0	28	0	0	0	0
Tested as of 10/7/20					10/8/20-10/14/20			
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 10/8-10/14:

Mass Employee Testing

	Tested	Positive	Negative	Inconclusive or Indeterminate
GSFH	188	4 (1 was repeat)	184	0
GSVE	138	0	138	0
Chase	131	0	127	4

Staff Testing 10/8/20-10/14/20

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

GSFH

On 10/9/20, three employees of GSFH tested positive for COVID.

- The first employee works in the skilled nursing facility in the nursing department. This employee is asymptomatic and will self-isolate for 14 days. One resident and two staff members were considered close contacts of the first employee who works in the skilled nursing facility.
- The second and third employees are first floor office staff in our skilled nursing facility. These employees are asymptomatic and will self-isolate for 14 days. A total of seven staff members were considered close contacts of the second employee and third employee who work in offices on the 1st floor of the skilled nursing facility.
- All close contacts will follow department of health instructions regarding quarantine. All close contacts and the family member of the resident who was a close contact have been notified. If you have not been notified, you were not in close contact.
- **Per NYS Department of Health guidelines, we are required to pause our Skilled Nursing Facility visitation until further notice.** We are also required to perform mass testing on all residents in the skilled nursing facility every 3-7 days after an outbreak (defined as 1 case of either positive staff or resident) for a minimum of 14 days. **The nursing home will need to be 14-days without any new positive staff or resident cases before we are able to reopen.** When this occurs, we will send out another communication alerting families and residents.

GSVE

- No new positive staff members.

Chase

- No new positive staff results.

Resident Testing 10/8-10/14/20

GSFH

- **One resident on the Rehab Unit who was tested as part of the mass testing required after the employee positive results discussed above has tested positive for COVID.** This resident received a negative test before entering the facility, but then tested positive as of yesterday. Contact tracing is ongoing, and GSFH will issue a more detailed broadcast to GSFH staff and families later today.

Chase

- No positive resident tests.

GSVE

- No positive resident tests.

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

Three of the four residents who were hospitalized have returned to ALP after testing negative 2 consecutive times prior to readmission based on current guidance. One resident continues to test positive and has not yet returned.

NYS Quarantine Travel Restrictions.

The list has been revised again as of 10/13/2020 (changes in italics), the advisory applies to anyone traveling from Alabama, Alaska, Arkansas, Colorado, Delaware, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, *Michigan*, Minnesota, Mississippi, Missouri, Montana, Nebraska, New Mexico, Nevada, North Carolina, North Dakota, *Ohio*, Oklahoma, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, West Virginia, Wisconsin, Wyoming, and two territories – Guam and Puerto Rico. No states were removed from the list.

This requirement to self-quarantine for 14 days includes not only visitors, but also New York State residents returning from the affected states. *Please keep this in mind as you plan any vacations while the order is in effect.*

All out-of-state travelers from designated states must complete a form upon entering New York. Travelers who leave the airport without completing the form will be subject to a \$2,000 fine and may be brought to a hearing and ordered to complete mandatory quarantine. Travelers coming to New York from designated states through other means of transport, including trains and cars, must fill out the form online.

The quarantine requirements do not apply to any individual passing through designated states for a limited duration (i.e., less than 24 hours) through the course of travel (e.g., layovers, rest areas)

Southern Tier: Yellow Cluster

Parts of the Southern Tier continue to be designated a 'yellow cluster'. The following summarizes what this means:

Type of Activity	RED	ORANGE	YELLOW
Worship	25% capacity 10 people maximum	33% capacity 25 people maximum	50% capacity
Mass Gathering	Prohibited	10 people maximum, indoor and outdoor	25 people maximum, indoors and outdoors
Businesses	Only essential businesses open	Closing high-risk non-essential business (gyms, personal care, etc.)	Open
Dining	Takeout only	Outdoor dining only, 4 person maximum per table	Indoor and outdoor dining, 4 person maximum per table
Schools	CLOSED Remote-only		Open Mandatory weekly testing of students and teachers/staff for in-person settings. DOH will set percent by Friday.

WEAR A MASK. GET TESTED. SAVE LIVES.

Currently, GSFH is the only Good Shepherd facility located within a cluster hot spot zone, but many of our employees may reside within the yellow zone or have commitments that require them to enter these zones. We are reminding our staff that they need to be vigilant in following infection control guidelines to protect themselves, their families, their coworkers and our residents.

Are you curious whether some place you are planning to visit is in a cluster hot spot zone? NYS has developed a great tool where you simply enter the address, and it will tell you if the address is in a hot spot zone, and if so, the color level. You can access this here: <https://covidhotspotlookup.health.ny.gov/#/home>.

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, Good Shepherd Fairview Home ACF (ALR, EALR, and ALP), Good Shepherd Village at Endwell ALR, and Good Shepherd Village at Endwell Skilled Nursing Facility are open for outside visitations.

Good Shepherd Fairview Home's SNF is required to pause visitation for 14 days due to the staff and resident results discussed previously.

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. While we hope to avoid this outcome, 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. A rally was held in Albany yesterday calling for expanded visitation at New York nursing homes. For more information, see the full article at <https://www.timesunion.com/news/article/Rally-at-Capitol-calls-for-expanded-visitation-at-15648099.php>



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:

- Pastor Paul Reed from Little Meadows United Methodist Church in Little Meadows PA asked that a gift be made to the GSFH Therapeutic Recreation Department on his behalf in lieu of receiving a personal gift for Pastor Appreciation Month.

We are very grateful for all the support and donations, but 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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