



October 22, 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	11	0	3	8	1	0	0	1
GSVE	15	0	1	14	2	1	1	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	Residents Negative
Chase	10	0	0	10	0	0	0	0
GSFH	35	0	5	30	2	0	2	0
GSVE	28	0	0	28	1	0	0	1
Tested as of 10/14/20			10/15/20-10/21/20					
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 10/8/20-10/14/20:

Mass Employee Testing				
	Tested	Positive	Negative	Inconclusive or Indeterminate
GSFH	202	3 (1 was repeat)	199	0
GSVE	160	0	160	0
Chase	94	0	93	1

Staff Testing 10/15/20-10/21/20

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

GSFH

- On 10/16/20, we learned two of our employees at Good Shepherd Fairview Home who work on the East Wing first floor in the office area have tested positive for COVID-19. We have confirmed neither staff member had any close contact with any other staff member or resident. Both employees will self-isolate.

GSVE

- On 10/21/20, we learned one of our staff members who works at Good Shepherd Village at Endwell in the Skilled Nursing Facility has *tested positive for COVID-19*. The employee is symptomatic, and will self-isolate for 14 days. No residents were in close contact and one staff was in close contact. This person has been notified. As a precautionary measure and in accordance with CMS guidelines, all Skilled Nursing residents will be tested for COVID-19. All staff are already being tested weekly per NYS. This also means visitation for SNF residents must pause for 14 days.

Chase

- No new positive staff results.

Resident Testing 10/15/20-10/21/20

GSFH

- On 10/14/20, we learned that one of our residents on the rehab unit *tested positive for COVID-19* as a result of surveillance testing. There are no residents who were considered close contacts to the positive resident. A total of 15 clinical GSFH staff members were considered close contacts of the positive resident. All close contacts will follow Department of Health instructions regarding quarantine. All close contacts have been notified. If you have not been notified, you were not in close contact.
- Along with required staff testing, we are also required to complete mass testing on all residents when we have a positive staff or resident. We completed our 2nd round of mass testing of residents on Friday, October 16th. On 10/17/20, we learned that one more of our residents on the rehab unit *tested positive for COVID-19*. There are no residents who were considered close contacts to the positive resident. At this time 10 clinical GSFH staff members were considered close contacts of the positive resident but were considered to have “low level exposure”

due to the PPE being used while caring for this resident. All close contacts will follow Department of Health instructions regarding quarantine.

- 10/21/20: A rehab resident was tested via a rapid test due to displaying some COVID symptoms and the results were positive. No other residents or staff members were identified as close contacts due to strict adherence to infection control standards and proper use of Personal Protective Equipment.

Please note none of these residents currently requires hospitalization and are being cohorted on the unit in a separate area with plastic barriers. All staff are following all required infection control procedures.

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 10/20/2020 (changes in italics), the advisory applies to anyone traveling from Alabama, Alaska, Arkansas, *Arizona*, Colorado, Delaware, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, *Maryland*, 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. Connecticut, New Jersey and Pennsylvania meet the criteria, but given their proximity in the region Cuomo says a quarantine is not viable. **He discourages non-essential travel to those states.**

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), and Good Shepherd Village at Endwell ALR are open for visitation.

Good Shepherd Village at Endwell Skilled Nursing Facility 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.

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:

- No new donations to report.

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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