

April 2, 2020



Dear Residents and Families,

Good Shepherd Communities and Chase Memorial Health are monitoring the Coronavirus (COVID-19) situation as we are sure many of you are as well. Currently, we have no positive cases in any of our facilities. We wanted to reach out to our residents and their families to provide up to date information.

Long term care facilities are working in collaboration with Centers for Medicare and Medicaid (CMS), the Centers for Disease Control and Prevention (CDC), the New York State Department of Health (NYS DOH), Broome County Emergency Operations, and our local Public Health Department to address the presence of this virus in Broome County and the surrounding areas.

We are diligently following all directives and recommendations from these entities to ensure that we are prepared to care for our residents.

We continue to follow the New York State Department of Health and CMS issued notifications regarding restricted visitors.

All staff are being screened every day when they report to work and at least every 12 hours in a shift, including having their temperature taken. Anyone who does not pass the screening is sent home for a minimum of seven days.

Screening for all providers and vendors occurs anytime they enter the facility.

Our Therapeutic Recreation Departments have been working hard to be creative with resident events and involving family and friends utilizing technology. Please visit our Facebook pages to see what fun events have been happening.

We have FaceTime and Skype available at each facility.

Communal dining and activities have been limited.

General

Information on practices will be posted at entrances, in the vestibules and on our website. Please check our website for weekly updates. www.goodshepherdcommunities.org

We appreciate your cooperation, and will update you on evolving concerns and plans. Please share this information with any friends and family who visit. At this time, we are unable to estimate the duration of the limitations on visits and changes to group programming, but we will modify our strategies based on regulatory directives and best practices. If you have any questions, please contact the appropriate personnel as outlined in the Facility Specific Information below.

Sincerely,

Kathy Swezey
GSFH Executive Director

Jennifer Davidson
GSVE HC Administrator

Gabriella Skillen
Chase Executive Director

Facility Specific Information

	GSFH	GSVE	Chase
Main Number	724-2477	757-3100	
Designated Entrance	Main Entrance	HC Entrance	Main Entrance
General Inquiries on Visiting	Receptionist or House Charge RN	Receptionist or House Charge RN	Receptionist or House Charge RN
Specific Guidance on Visiting	Apartments: Christa Webb ALR\EALR\ALP: Tracy Spence SNF: Christa Webb	Independent Living: MaryKay McKinney or Margo Doyle ALR\EALR\SNALR: Sandy Hoover) SNF: Leslie VanAustin	SNF: Gabby Skillen
HC Specific Resident Health Status Inquiries (Limited to Mon-Fri 11a-1p. On evenings and weekends, please contact the Facility and ask for the House Charge RN)	ALR\EALR\ALP: Margaret Mattucci Cameo Court: Jenn Graef Rehab Unit: Jenny Mateer	ALR\EALR SNALR: Danielle Gulick SNF: Kathy Moore	SNF: Carole Kane