

April 9, 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.

Visitors

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

Staff

All staff and vendors 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.

Good Shepherd is now providing free meals to all our staff who are working to show appreciation for their dedication and commitment to our residents. A special thank you to the Dietary staff for their hard work in making this happen.

We are providing our staff with a \$2\hr “We Care Differential” for all hours worked on-site to show our appreciation for their efforts during this challenging time.

Our Therapeutic Recreation Departments have been working hard to be creative with resident events and involving family and friends utilizing technology

Residents

While communal dining and activities have been limited, we continue to provide programming in new and creative ways. We also have FaceTime and Skype available at each facility so that you may interact with your loved one. Call your Therapeutic Recreation Department to set up a time. Also, please visit our Facebook pages to see what fun events have been happening.

Negative Pressure Areas

At each of our campuses, we are working proactively to create an area to treat COVID-19 positive residents. While we do not have any active cases at any of our facilities currently, it is important to be prepared in advance. These areas are being designed to create negative pressure which is an isolation technique used to prevent cross-contamination from room to room. Each area will include a separate exit area where staff can

remove possibly contaminated PPEs upon exiting. We sincerely hope we never have to put these areas to use, but the truth is if you wait for your first resident to test positive to start the process, you are already too late. This area will provide enhanced safety not just for our residents, but to our staff as they provide care as well if we are faced with an active COVID-19 case.

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	607-847-7000
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