



April 23, 2020

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To All Families of our Skilled Nursing and Adult Care Residents,

Status Update

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	3		0	3				
GSFH	1		0	1				
GSVE	5		1*	4				
			* last worked 3/29					
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	5		0	5	0	0	0	0
GSFH	3		0	3	4	0	0	4
GSVE	3		0	3	1	0	0	1
Tested as of 4/17/20				4/18/20-4/22				
Please note some testing was purely precautionary as the individual was asymptomatic. Ex: fall led to ER visit and tested.								

It is important to note that we would rather over-test than under test, so increasing numbers of people being tested is not indicative of an underlying problem. We have a daily monitoring system to monitor all residents for signs/symptoms of COVID-19, as well as our daily screening for all staff. Some of you have asked if we have testing available onsite, and in our Broome County facilities, we do have very limited tests available that we received through Broome- Tioga BOCES and which are only used on directive from the provider and the DOH. These tests are for residents only and are not available for staff testing.

NYS Executive Orders and Upcoming Centers for Medicare and Medicaid Services Requirements Regarding Family Notifications

Both CMS and NYS have issued new requirements on communications with resident family members. NYS requires all SNFs and ACFs to notify all facility family members or next of kin within 24 hours if any individual resident tests positive for COVID-19 or any resident suffers a COVID-related death. CMS' upcoming requirements are even more stringent- notifications must be made within 12 hours of a the occurrence of a single confirmed infection of COVID-19, or three or more residents or staff with new onset of respiratory

symptoms that occur within 72 hours. Additionally, updates must be provided weekly or upon any subsequent occurrences.

We are working to develop the most efficient and effective means of communication. We are exploring a system that broadcasts information to all primary Health Care Proxies (HCP1) the resident has listed. This could take the form of a text, phone call and/or email. We hope to begin testing this over the next few days; if you are listed as the HCP1, you may be receiving test notifications. In the event we need to initiate an actual notification per NYS or CMS guidelines, we would ask the HCP1 to share this information with other family and friends of the resident.

These broadcasts, if needed, will build on the weekly letters, website updates and Facebook postings we are already using to communicate with you all as transparently as we can.

Extended “We Care” Differential and Free Staff Meals

We will be continuing the *“We Care”* onsite differential throughout the month of May. We originally said this program would be from April 1st thru April 30th. We will be extending the program through May 31st. Each employee will continue to receive a \$2.00 per hour differential for all hours where the employee has been on site working. In addition we will also continue to provide a free meal each shift through May 31st as well.

This week, Mike Keenan, our President and CEO, shared this news with our staff in a letter, which included the following:

“We could not provide the quality of care we do without having you, our dedicated and professional staff. I want to thank you for all you have done not only through this pandemic but also for all you do each and every day of the year.”

We are proud of the commitment and dedication our staff displays not just now, but every day. We know many of you also appreciate our staff and want to demonstrate your gratitude. Please contact the Administrator or Human Resources at your loved ones campus in advance of providing any gifts for staff, including meals, to be sure there are no Infection Control or other logistical concerns. **And thank you to all of you who are gracious enough in these stressful times to want to reach out to our staff with your support and concern.**

Donations

Thank you to the following individuals or groups for their generous donations of Personal Protective Equipment:

- Southern Tier Chinese Culture Association
- Waterman’s Distillery
- All those who have sewn and donated cloth masks.

Dropping Off Items

Please remember when dropping off items for your loved ones to label the outside of the bag/box etc. We are more than happy to deliver these items to our residents, but items may be misplaced if they aren’t labeled.



Kathy Swezey
GSFH Executive Director

Jennifer Davidson
GSVE Health Care Administrator

Gabby Skillen
Chase Executive Director