



April 23, 2020

32 VILLAGE DRIVE  
 ENDWELL, NEW YORK 13760  
 PHONE: 607-757-3100 • FAX: 607-757-3101



To All Independent Living and Adult Care Residents,

**Status Update**

Each week we will provide you with updated information on COVID-testing at all of our campuses.

<b>Testing Tracker: Summary of Employees &amp; Residents Diagnostic Testing</b>								
<b>Employees</b>		<b>To date (since pandemic start)</b>			<b>New Suspected Cases</b>			
	Employees tested	Tests Pending	Employees Positive	Employees Negative	Employees tested	Tests Pending	Employees Positive	Employees Negative
Chase	3		0	3	0	0	0	0
GSFH	1		0	1	1	1	0	0
GSVE	5		1*	4	1	1	0	0
* last worked 3/29								
<b>Residents</b>		<b>To date (since pandemic start)</b>			<b>New Suspected Cases</b>			
	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 County Office of Emergency Services 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) you have 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 and we are notifying your HCP1 that they may be receiving test notifications. In the event we need to initiate an actual notification per NYS or CMS guidelines, we are asking your HCP1 to share this information with your other family and friends.

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 1<sup>st</sup> thru April 30<sup>th</sup>. We will be extending the program through May 31<sup>st</sup>. 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 31<sup>st</sup> 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.”*

### **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.



Thank you all for your patience during this difficult time. We know social distancing can be difficult, but we hope our weekly goodie bags have helped you pass the time. If you are feeling unusually high levels of stress, there are a number of resources available.

- Good Shepherd Staff – please feel free to reach out to us about your own needs or if you are concerned about another resident.
- OMH 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>

Kathy Swezey  
GSFH Executive Director

Jennifer Davidson  
GSVE Health Care Administrator

MaryKay McKinney  
GSVE IL Executive Director