





# It's All About Living Well®

Michael J. Keenan
President and CEO
Good Shepherd Communities

### **Heroes of the Pandemic**

I am entering my 40th year working in long-term care. In all those years, I have never encountered anything like COVID-19. This is by far the deadliest virus the long-term care communities have faced during my career. It hits the elderly and infirm harder than any other population and once it gets into a facility, it spreads like wildfire. Long-term care facilities have received very negative media coverage in the recent months of the COVID pandemic. Initially, nursing homes were instructed that they could not discriminate against positive COVID populations for Admissions - we believe because NYS needed to increase hospital capacity. The NYS Department of Health has now issued revised instructions that hospitalized individuals need to have tested negative for COVID before they can discharge to an Assisted Living Facility or Skilled Nursing Facility.

Through it all, we have seen unprecedented dedication and loyalty from our staff to the residents we serve. Usually this publication offers advice and tips for living well to seniors in the community. This issue will recognize the employees at every level of service who ensured our residents at Chase Memorial Nursing Home, Good Shepherd Fairview Home and Good Shepherd Village at Endwell are well cared for and protected. We have created a "We Care "differential that increases the base wage for each non-senior management staff member working on site by two dollars per hour. We are also providing a meal every shift to all employees working. In this issue we want to name each employee and board member in our organization to publicly say "Thank you for your Dedication, Loyalty and Service to our Residents and Staff."

Mike Keenan President/CEO **Good Shepherd Communities Foundation** 32 Village Drive, Endwell, NY 13760 607-757-3100

**Good Shepherd Fairview Home** 80 Fairview Avenue, Binghamton, NY 13904 607-724-2477

**Good Shepherd Village at Endwell** 32 Village Drive, Endwell, NY 13760 607-757-3100

**Good Shepherd Rehab & Wellness** 80 Fairview Avenue, Binghamton, NY 13904 607-724-2477

**Chase Memorial Nursing Home** 1Terrace Heights, New Berlin, NY 13411 607-847-7000

For more information please visit goodshepherdcommunities.org





## ITEMS OF INTEREST FOR SENIORS

During the pandemic, nothing stayed the same. Below are changes that took place at Good Shepherd Communities.

### Heroes of the Pandemic at Good Shepherd Communities continued from page 1

#### The Reception Staff

Our receptionists went from being the pleasant voice on the phone and the providers of visitor information to be the gatekeepers and guards of our facilities. Besides answering the phones, they now screen every employee arriving at the facilities. No one passes through without having their temperature taken and answering a series of questions regarding their health, their travel, and their potential contact with anyone diagnosed with COVID.

### Our Nurses, Infection Control Specialists and Human Resources

These individuals are responsible for performing over 800 COVID-19 tests a week for all employees. They have to supervise the testing, label the vials, and ship them to the lab for testing. If there is a positive test, they then have to work with the employee to ensure proper quarantine procedures are being followed and contact tracing is performed. In addition, our Infection Control Specialists are our main line to the County and State Departments of Health.

#### Our RN's, LPN's, Aides, and Unit Secretaries in Skilled Nursing and Adult Care

These frontline staff are the ones who still show up every day and provide the most direct and intimate care our residents receive. They leave their families each day knowing they may put themselves at risk providing the care our residents need. They do it because they truly care for their residents and are devoted to their well-being. They are the infantry in the battle against COVID19.

#### **Social Services and Residential Services**

Our Social Workers in healthcare have been in constant contact with families to keep them up to date and to facilitate one to one visits to help with psycho-social wellbeing. In Independent Living, our staff have also increased their interactions with families to reassure them during these challenging times.

#### **Recreation Therapy**

If Nurses and Aides are the infantry then Recreation Therapy is the USO. Our activities staff have done an outstanding job in maintaining resident morale. Residents have been receiving one-on-one virtual visits. Family visits via Zoom or iPads have become standard. Messages to families on Facebook and websites are now commonplace. The Recreation Therapy's staff mission is to keep our residents engaged and connected, and they couldn't do a finer job.

#### **Information Technologies**

All the new technologies we are deploying to keep our residents in contact with their families rely on the technical expertise of our IT team. And when we couldn't hold an in-person IL Resident Association meeting at GSVE, IT stepped in and provided a means to broadcast the presentation to individual resident television using an in-house channel.

#### Therapy

Whether it is providing alternate methods of therapy in the form of E-visits for outpatients or moving into a temporary location in order to accommodate a negative pressure space, our Physical Therapists, Occupational Therapists, Physical Therapy Assistants, and Speech Language Pathologists consistently rise to the occasion and continue to demonstrate creative and collaborative approaches to maintain the high level of therapy that Good Shepherd is known for.

#### **Dietary**

During the pandemic, our Dietary Departments had to adjust from having congregate meal sites and dining rooms to total delivery service in Independent Living, and socially distancing in Health Care. IL menus had be adjusted to include foods that "travel" well and retain their temperatures. IL dinners were delivered for the evening meals along with boxed meals for lunch and breakfast. This also included vehicle delivery to 74 cottages at the Village. Our three facilities have been delivering over 1,000 meals a day.

#### Housekeeping \ Laundry

"Disinfect it" has been the motto and mission of the Housekeeping staff - handrails, countertops, floors, doors, doorknobs, sinks and bathrooms. Our housekeeping staff have been diligently doing their part to ensure all surfaces are clean and sanitized and not a conduit to transfer the virus. Our Laundry team has focused on infection control, while also handling an increase in personal resident laundry that families had previously laundered.

#### **Admissions**

Our Admissions team was challenged to maintain our census while hospitals stopped elective surgeries, all the while having to increase their vigilance like never before regarding infection control for any and all referrals.

#### Purchasing\Accounts Payable\Drivers

Protective personal equipment: Our Purchaser's job was to find it, and AP's to process payment for it. Never before had we ordered 15,000 masks, thousands of gowns, and thousands of gloves in an environment where suppliers were saying they had no supply. Orders were shipped from all across the U.S., Europe, and China to get the equipment our staff needed, and then our drivers delivered and distributed the PPEs to all of our facilities.

#### Maintenance

Things don't stop breaking because of COVID, and Maintenance is here continuing to fix things, as well as responding to newly urgent COVID-related needs in regard to creating negative pressure areas. They are also using this time to paint and repair items in areas that used to be heavy traffic areas that now

are quiet. They are now working on creating Plexiglas barriers to prevent transmission of all viruses in areas where social distancing is not possible.

#### Finance: Billing\Accounting

Our Billing staff have been here every day doing the billing for private pay, Medicare and Medicaid so our revenue is not interrupted and we can continue to pay our bills. Our Finance staff is not only staying up to date with normal accounting processes, they are also tasked with tracking the expenditures associated with combating the pandemic and recordkeeping in reference to various government loan programs in response to COVID.

#### **Health Information Management Systems**

During this time, we have been communicating to our residents and their families, as well as our staff, on a weekly basis. HIMS has been critical in keeping our databases up to date and accurate for regular, effective notifications.

#### **Administrative and Other Support Staff**

Whether making copies and stuffing goodie bags, mailing letters, making deliveries, organizing staff COVID testing, or a myriad of other COVID-related duties, our support staff have truly been Jacks of all trades.

#### **Management Staff**

Our managers have been working extraordinary hours in developing plans, reporting to governmental agencies, obtaining grants and funds, and getting the supplies and equipment that staff at every level need to do their jobs. They are also the people that are providing weekly communication to residents, our staff, and our family members. These are the people who are working to develop re-opening plans so when NYS and the NYS Department of Health allows us to fully re-open, we are ready.

#### **Our Board of Directors**

As a not-for-profit organization, we are supervised by a volunteer Board of Directors. Throughout the pandemic and even now, the Board has been available to offer advice, insight and approval of different programs and policies we have enacted. Their concentration has always been on what we need to do to keep our residents and staff safe and protected. When we needed to provide a differential to staff, pay for meals for employees working, or purchase equipment and didn't know where we would get the funds, the Board's response was that we will figure it out, but we have to do the right thing for our residents and staff. We are fortunate at Good Shepherd Communities to have the expertise and depth of knowledge our Board members bring to us.





#### **Upcoming** Events

SEPT 10 Good Shepherd Foundation Fall Golf Classic - Traditions at the Glen, 11:00 a.m.

(call 607-484-6075 for more information)

**SEPT 22** 22nd Annual Lives of Commitment Breakfast, 7:30 a.m. – Double Tree by Hilton, Binghamton, rescheduled from May 7 (call 607-724-9130 for more information)

Walk to End Alzheimer's: Registration 8:45 am, Ceremony 10:00 am, Walk 10:30 am – Binghamton University

SEPT 26 West Gym, Vestal (call 315-472-4201 for more information)

OCT 2 Good Shepherd 150th Gala Celebration, rescheduled from June 19. (call 607-484-6075 for more information)

### **Going Above and Beyond**

Good Shepherd Communities would like to thank each and every employee for their efforts during the COVID-19 pandemic. Your hard work, dedication, and flexibility has been noticed and appreciated. We would like to highlight the staff that has gone above and beyond during this crisis:

#### Good Shepherd **Communities Board of Directors**

Benjamin, Wayne Bunnell, Kathleen Gallo, Angelo Gilbert, Jill Halbert, Roger Hyle, Timothy Lacey, Joan Lanouette, Dawn Mollo, Paul Navarro, JoAnn Parker, Paul Riley, Jr., Oliver Roque, Jack Smith, Jeffrey Wager, Elsie

#### Good Shepherd Communities

Boyer, Kellie Cortese-Green, Theresa Crispino, Lisa Ellis, Michele Garbaty, Edward Grant, Debra Hirst, Karen Jones, Scott Koniszewski, James Mackey, Patricia Marhefka, Sheila Mcentire, Laura Meyer, Melinda Minor, Heather Neer, Susan Parke, Linda Rafferty, Amy Rollo, Maria Romich, Tammie Slavitsky, Karie Tchir, Joseph Tigue, Joseph Tyler, Paul Vallone, Jennifer

#### **Good Shepherd Fairview Home**

Agwu, Ngozi C Allard, Janet Archeval, Tammy Aribisala, Lea Bado, Tonya Baker, Christine Barnett, Rhiannon Barry, Amanda Bazemore, Curtis Beco, Karina Benjamin, Vicki Bess, Shauntel Borst, Colleen Brown, Anne Buchanan, Carol Butler, Shannon Butts, Doreen E Byrnes, Martina Campbell, Helen Campo, Anthony Carpenter, Cheri Carreon, Cristina Clark, Jessie Cole, Brenda Coleman-Harris, Sheniqua Conrad, Darlene Cooper, Michael Corchado, Emily Cromwell, Safronya Davis, Brenda Davis, Wayne Delanoy, Jennifer Demaine, Jane Dennison, Hailey Dillenbeck, Elizabeth Dixon-Garrard, Alicia Donson, Patricia Dooley, Catherine Dooley, James Douge, Marie Drapcho, Kathy Dukes, Shataniece Dure, Lidia Dure, Marie C Dye, Stephanie Epps, Leon Erceg, Madalyn Erickson, Kelli Esterine, Judith Euchenhofer, Amy Fava, Debora Fleming, Naomi Fisher, Terry Franklyn, Dawn Furch, Rachel

Gehm-Nemire, Jo Gifford, Myla Gilligan, Carol Glatzel, James Glatzel, Lori Graef, Jenny Gray, Elizabeth Green, Brian Green, William Greenley, Deborah Gumediiy, Joanna Hall, Rondre Hardik, Michael Haughton, Cynthia Haughton, Debbra Hayes, Margaret Heath, Debra Hughes, Keith Ingraham, Wyatt Jahn, Isabelle Jamieson, Tiffany Jayne, Tina Karic, Elvisa Keller, Jivon Kellogg, Robin J Kendall, Adrian Kenny, Phyllis Kittle, Ondrea Kochis, Aziza Kochmer, Mary Kopolow, Margaret Kosters, Betty Kussard, Colleen Layton, Kristine Lee, Kassandra Lee, Sean Leonard, Alan Leonard, Julie Lerner, Deborah Lindsey, Kersten Louis, Rose Makosiy, Zina Manago, Tahisha Mangan, Shari Mason, Kennedie Massol, Jossette Mateer, Jennifer Mattucci, Margaret Mccafferty, Nicole Mcentire, Therese Mieras, Natalie Milaski, Alexis Miller, Brandon Miller, Brianna Miller, Kenya

Miller, Michele Miller, Carl Minett, Elinore Miranda, Katherine Mirat-Seide, Valentina Mitchell, Sharifa Montgomery, David Mooney, Jenna Moreno, Christy Morris, Kaylee Mosher, Patricia Mottley, Tatiyanna Mullineaux, Sandra Murdock, Tracie Nunez, Angela O'brien, Baijina O'connor, Jason Osborne, Ellen Osorio, Evelyn Parenteau, Mindette Perrington, Lois Philbert, Garvin Piccirilli, Cristina Pickering, Becki Pierre-Louis, Vonica Pioli, Karissa Pittsley, Irene Porter, Ayana Pratt, Demetrie Pressley, Tyrena Quain, Gabriella Rice, Jennifer Rice, Michele Rinde, Marisa Rivera, Onika Robinson, Amina Robles, Elsie Romeo, Elizabeth Rounds, Abigail Sala, Frances Salzman, Curtis Sciamanna, Lori Scott, Fallon Sharak, Kelly Shaver, Marcus Shearer, Deborah A Sheptock, Anne Shew, Kathleen Shirkey, Bethany Shore, Carrie Shuler, Starrasia Siracusa, Anthony Slater, Steven Smith, Dezmon Smith, Helen

Smith, Lindsay Sobonski, Kole Spence, Tracy Steigerwald, Doris Sterling , Elizabeth Sterling Donascimento, Erica Stevens, Daniel Strassel, Melissa Swan, Geraldine Swezey, Kathy Taborne, Amy Tarbox, Deborah Taylor, Candy Thineyog, Lourdes Thomas, Elaine Timar, Amy Tinto, Lystra Tomczyk, Brooke Tong, Mary Ellen Traver, Erica Tyson, Hope Úpthegrove, Skyler Vincent, Deborah Vorhis, Melissa Vu, Julie Walelign, Frehiwot Walker, Liliana Walker, Michelle Wallace, Rachel Warner, Claudia Warner A, Angel Warner C, Cindy Washington, Sharronia Watkins, David G Weeks, Laurie Weeks, Sierra Wylie, Josephine Yantis, Rhiannon Yeomans-Webb, Christa

Young, Robert

Zurenda, Diane

#### Good Shepherd Village at Endwell.

Adams, Todd Al-Aubaidy, Ali Albeck, Kevin Alberti, Janitzia Albrecht, Karen Allen, Mark Alston, Casey Altemose, Sarah Anderson, Timothy Arnold, Jennifer Arnold, Kathleen Baker, Leann Balan, Karen Baldwin, Jill Barnes, Michael Barrett, Morgan Barton, Kelley Bates, Timothy Beardsley, Nicholas Bernardi, Bryan Bernardini, Valerie Bestle, Gabrielle Bicksler, Aryn Bicksler, Louise Blackwell, Carol Borush, Marina Bougie, Kim L Brink, Mary Kay Brothers, Ashley Bruster, Joan Burish, Paetyn Burnside, Britnee D Bush, Katie Cadkin, Ilene Cardona, Carlos Caron, Lisa Carr, Kelli Cartagena, Marilyn Cartegena, Christopher Carter, Nicole Cerroni, Marissa Chaffee, Laurie A Cheney, Elizabeth Close, Zachary Cole, Tiquila Coleman, Dawn M Collier, Marcia Conant, Marrissa Conroy, Linda Coombs, Donna Copeland, Mark Cosme, Samantha Crandell, Mariah Crispell, Ma Joanne Crotsley, Amy L

Davidson, Jennifer Delk, Jacqueline Denning, Tina DeVantier, Allyson Dinga, Michelle Doing, Rayna Dow, Andrea Doyle, Margaret Drankoski, Alison Dufton, David Ellis, Kori Engler, Peter Farrar, Tiffany Finley, Hannah Ford, Kyamesha Foster Sikorski, Bonnie Fox, Natalie Gallo, George Gamache, Zachary Gaykovyy, Martha Gaykovyy, Martina Gaykovyy, Reuben George, Michael Gilg, Michelle Glezen, Melissa A Gulick, Danielle Gulliver, Denise Hadden Jr, Robert Hageman, Gina M Harris, Yaashia Hartman, Alison Healander, Raven Heath, Sara Heim, Megan Hiller, Courtney Hissin, Carol Hobbs, Karen Hollenbeck, Lisa Hoover, Sandra Hull, Karen Jackson, Sheena Jenkins, Shytavia Jensen, Frederick Johnson, Curtis Johnson, Shari Jones, Albert Jones, Michael Juraska, Joseph Kane, Carey Kauffman, Jennifer Keesee, Lazarus Klock, Karrie Kostun, Sandra Laborde-Morin, Denise Lalomia, Carolee Lance, Roxanne

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## It's All About Living Well®

### Going Above and Beyond continued from page 3

Good Shepherd Village at Endwell.

Lane, April Lapore, Mario Laubacker Jr, Bruce Lee, Matthew Letavish, Austin Liberati, Courtney Livermore, Marilynn Lynch, Katianne Mannix-Hill, Colleen Marcovici, Jacqueline Martin, Emily Martin, Kory Mcandrew, Bonnie Mccabe, Angela Mccarthy, Lauren Mccloe, Kelly Mcgovern, Brenna Mcintosh, Amy L Mckee, Haley Mckeon, Dennis Mckinney, Mary Kay Meade, Christina Mies, Annamarie Miles, Karen Moore, Kathleen

Morgan, Jenna

Morrissey, Michael Nguyen, *Breeanna* Nolberto, Ramona O'connor, Gabryel Orton, Robert Page, Lizbith Painter, Samantha Pasquale, Marielle Patrick, Jason J Pesante-Gonzalez, Karleyshka Pierce, Gary Pitcher, Roger Pizur, Tamara Rando, Nicholas Reynolds, Sibyl Riegal, Faith Ritter, Kira Roberts, Paula Robinson, Jalisa Roma, Abbey Roma, Jennifer Rossman, Patricia Rought, Carrie Rought, John Rouse, Ryan Samiani, Desirae

Sanders, Edwina

Schofield, Rebecca Senapati, Puspanjali Seward, Tynisa Shaffer, Joanne E Shear, Randy Shelestovsky, Maxwell Shkatulyak, Diana Shuford, Shawn Simpson, Kathleen Simpson, Michael E Skojec, Torrie Slack, Kerri Slade, Judith Smacher, Sheila

Smith, Dylan

Smith, Nancy

Smith, Richard

Spafard, Deanna

Śummers, Becky

Alexander

Thammavongsa,

Thomas, Terrie

Vanaustin, Leslie

Truex, Emma

Loungnapha

Spafard, Karen

Szczepański,

Taranko,

Katarina

Walsh, Eneida Warner, Kristen Webb, Kristine E Welch, Sandra Whittlesey, Jasmine Wightman, Matthew Williamson, Nathan Willis, Molly Winchell, Laurie Windsor, Jason Wood, Bruce Wood, Sheri Woodbeck, April Wright, Arthur Wyman, Elysha S

Vanco, Jamie

Vandermark,

Amber

Vanetten, Cierra A

Versace, Angela

**Chase Memorial Nursing Home**.

Abbott, Loreigh Angle, Samantha Baker, Tara Barringer, Cody Barringer, Rita Bates, Alexa Beach, Dionne Beach, Sierra Behret, Carol Bennett, Jessica Bennett, Ryan Bernardini, Valerie Bice, Cody Birdsall, Pamela Blakely, Cheryl Bouck, Beth Brimmer, Tammy Buchanan, Alexis Campbell, Joan Campbell, Maryanne Campo, Anthony Carnachan, Deborah Carney, Cindy Cerow, Elizabeth Champlin, Jennifer Chauhan, Ektaben Conant, Lorelei Conant, Morgan Conklin, Jeanetta Conway, Donna Cosmo, Donna Crandall, Julie Crane, Melanie Decker, Brittany

Decker, Francina Doing, Christy Dufresne, Kaedi Eastwood, Norman Engler, Macy Farber, Carol Farrington, Colin Ferguson, Samantha Fowlston, Alexis Furgison, Kylee Furgison, Norman Furgison, Savanna Garvey, Scott Goble, Christine Goedel, Loretta Grube, Kathleen Gubbins, Chrisitne Guiles, Kailyn Hackett, Melanie Hoag, Barbara Hoag, Candace Hoagland, Trittany Holbert, Stephanie Holbert, Susan Hull, Rebecca Itkin, Sharon Jacobs, Kerri Jacobsen, Karen Jones, Lizabeth Kane, Carol Kline, Bonnie Knapp, Chelsea Knapp, Mckenzie Knapp, Tritny

Lamont, Adam Lanfair, Odessa Luca, Fred Macleod, Annette Mccafferty, Nicole Meyers, Tiffany Mikalunas, Jessica Moon, Amanda Moscardini, Misty Murfitt, Crystal Murray, Gail Nichols, Alicia Nichols, Linda Nichols, Tina Norwood, Alisha Ann Norwood, Bonnie Norwood, Christopher Oliver, Amber Palmer, Bridget Perfetto, Alicia Phetteplace, Catrina Potter, Candice Potter, Lisa Ann Potter Jr, Richard Price, Angalea Price, Samantha Proskine, Patty Ray, Riylea Raymond Iv, Frank Robinson, Charlene Rogers, Sarah Rogers, Whitney Ross, Kelsey Rous, Jordan

Salzman, Curtis Sands, Jonnie Santiago, Christine Savieneso, Samantha Schoellig, Sarah Schulz, Arlene Six, Eric Skillen, Gabriella Slawson, Brandon Smith, Stephen Spiak Jr, Peter Stetson, Jennifer Stott, Lindsay Stringham, Margaret Taltavall, Brittany Taylor Jr, Joseph Thurston, Chloe Tiffany, Kayla Utter, Nancy Vandusen, Glenda Vandyke, Sadie Vansteinburg, Alissa Vibbard, Ashley Vroman, Alysha Wakefield, Courtney Walker, Rhonda Ward, Dean Whitehill, Marie Williams, Heather Wilson, Yvonne Worden, Lorrie

**GOOD SHEPHERD COMMUNITIES** FOUNDATION GOLF TOURNAMENT

### **Save the Date** and Join the Fun!



On Thursday, September 10, 2020, Good Shepherd Communities Foundation is hosting its Twelfth Annual Fall Golf Classic sponsored by Sodexo Quality of Life Services at Traditions at the Glen, 4101 Watson Blvd, Johnson City, NY 13790. Lunch and registration begin at 11:00 am with a shotgun start at 12:30 pm. Cocktails, dinner, awards and raffles conclude the fun-filled day.

Proceeds from the 2020 Fall Golf Classic will assist the Foundation in funding for programs that enhance the quality of life of senior citizens including the Living Care Fund, which assures that Good Shepherd's assisted living residents will never be asked to leave, even if their personal finances have been depleted in providing for their own care. It also funds education programs, providing scholarships to our valued staff who are pursuing Licensed Practical Nursing degrees. Additionally, proceeds from the Golf Tournament support the BOCES School-to-Careers Partnership Program

which offers valuable work experience opportunities for students interested in careers in healthcare.

Please consider being a part of our tournament while assisting Good Shepherd in fulfilling its mission to serve senior citizens in our community. Step up to the tee and play a round or consider becoming a sponsor. Sponsorship opportunities include:

> **GOLD** Sponsor **SILVER** Sponsor **BRONZE** Sponsor **PRIZE** Sponsor **TEE** Sponsor

If you are interested in sponsoring the tournament or in playing, please contact Terry Cortese-Green, at 607-484-6075 or email tcortese-green@gscfoundation. org to request information.

### Free Speaker's Bureau

Good Shepherd Communities is the area's premier resource for up-to-date information regarding issues in senior healthcare and wellness.

Our speakers are offered to your not-for-profit organization free of charge and are available to speak on a number of issues including:

- Senior Living Options & Costs
- Falls & Fall Prevention
- Therapeutic Recreation & Ways to Keep the Elderly Active
- Senior Safety Awareness
- Medicare Insurance & Skilled Nursing
   HIPAA and Patient Rights **Facilities**
- What to look for when selecting a senior care facility
- Elder abuse and how to recognize it
- Advanced Care Directives & Living Wills
- Pharmaceutical Concerns for Seniors
- Good Shepherd Communities Foundation Grant Opportunities







- LSVT BIG and LOUD® Therapy specific to Parkinson's Disease
- Navigating Medicare Advantage Plans

To reserve a speaker, please call (607) 484-6056.