



May 21, 2020



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.

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	4	0	0	4	2	1	0	1
GSFH	3	0	0	3	1	0	1	0
GSVE	10	0	1*	9	0	0	0	0
			* 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	0	5	0	0	0	0
GSFH	11	0	0	11	2	1	0	1
GSVE	6	0	0	6	2	1	0	1
Tested as of 5/13/20					5/14/20-5/20/20			

Please note some testing was purely precautionary as the individual was asymptomatic. Ex: fall led to ER visit and tested.

Please note the chart above is for testing conducted for cause only. At this time, it does not include the mass staff twice weekly testing and resident baseline testing discussed below, or staff testing done as part of any pre-op procedures.

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.

Good Shepherd Fairview Home ACF Staff Member: Positive for COVID-19

Yesterday we notified you that one of our GSFH Assisted Living (4th floor) staff members tested positive for COVID-19. This staff member also worked at another area nursing home who announced on May 12th that a resident had tested positive, and where there were subsequent positive cases. May 12th was the last day this employee worked there and she has told us she did not have contact with the resident who had tested positive as of that time. As a precautionary measure, the staff member was tested on Thursday May 14th. This test was negative. The employee then worked May 16th, May 17th and May 18th before being retested on May 19th due to the development of symptoms of concern. As previously disclosed, this test was positive.

However, please note there are no residents or any other staff that are exhibiting symptoms of illness at this time.

Good Shepherd Fairview Home Administration, ACF Management, and HR Wellness are monitoring the situation in collaboration with both the NYS Department of Health and our local department of health and will follow all their

recommendations. At this point, Department of Health has not indicated wide-spread testing is required but they have directed that the 4th floor should be closed in a similar fashion as to when we have a respiratory outbreak such as the flu. Some of the precautions we are taking include asking residents to remain in their rooms as much as possible, and staff and residents are all wearing masks whenever in proximity. We also attempt to keep consistent staff on the same floor whenever possible, and we are increasing taking temperatures from once per day to once per shift. We are also contact tracing this staff member's movements on the days she worked to identify who she had contact with and to what degree.

We will provide an update next week unless circumstances warrant an earlier notification.

Extended "We Care" Differential and Free Staff Meals

We will be continuing the "*We Care*" onsite differential throughout the month of June. We originally said this program would be from April 1st thru April 30th. Later it was extended through May 31st. Mike Keenan reached out to the Board yesterday and received approval to continue this through the end of June. Each employee (other than senior management) will continue to receive a \$2.00 per hour differential for all hours the employee works on site. In addition we will also continue to provide a free meal each shift through June 30th as well.

GSFH Prom Media Coverage

On Thursday May 14th, Good Shepherd Fairview Home held a Prom Day in the Little Garden. Dancers performed and a single set of high school students attended dressed for a Prom. Our residents very much enjoyed this event and the opportunity to be outside on a lovely afternoon. This event was covered by the local media, and while the coverage was very positive, some of the video shown raised concerns among viewers and family members. We want to assure everyone that this event was conducted in accordance with proper COVID-19 precautions:

- Chairs in the Little Garden were spaced under the patio, the brick area just beyond the patio and along the path at a minimum of 6 ft apart/ long benches were also available on the path for seating for single individuals.
- Furniture was moved out of the sunporch and chairs placed along the back wall turned backwards that were not to be used. Chairs were then placed at least 6 ft apart along the window side of the sunporch (one row). Chairs were also added on the 2nd floor patio outdoors 6 ft apart from each other as well as from the picnic tables.
- All residents were given a mask that was worn throughout the event although they may have removed it when alone and socially distanced when eating or drinking
- 4th floor residents were brought to the event first (1:30-1:50) using the AL elevator/ 2 residents and 1 staff member at a time (staff=elevator operator).
- 3rd floor residents used the elevator from 1:55-2:10 so as not to co-mingle 3 and 4 floor residents.
- Staff were stationed at the first floor near the Bank to assist Assisted Living residents to the Garden as well as instruct Apartment residents that they could not be in that area at the time.
- Staff were stationed in the Little Garden to assist residents to their seats, assure masks were being worn and that residents did not move chairs.
- Dancers\'Prom Guests" were all met by the front entrance where instructions were given to be nowhere near the residents, that masks needed to be worn throughout, and they should only interact with people that they live with. Dancers all entered and exited outdoors.
- The closest resident to the dancers was 20 ft away based on where the chairs were located and where the dancers were.

Our Therapeutic Recreation departments at all of our campuses continue to strive to offer innovative, meaningful programming allowing socialization in a safe manner. **Please know that our residents' safety is our highest priority.** While in this case we believe we provided a safe, enjoyable event for our residents, in the future, we will more carefully consider how events such as this may be perceived from the outside.

GSVE Independent Living Residents: Recommendation for Visitor Screening

At GSFH, all visitors enter through a single set of doors, and the Apartments share common areas with other levels of care. For this reason, for the duration of the current restrictions, GSFH has screened all visitors when they enter. At

GSVE, there are Cottages and multiple entrances for the Apartments, and Health Care is in a separate building. For these reasons, we have not required visitor screenings. That being said, we do believe it is in everyone's best interest to have visitors screened whenever possible, and would **strongly encourage** you to ask your visitors to be screened in our Health Care building prior to any visits.

A screen is not a medical test. It includes a non-contact temperature check and the following series of questions:

- Do you work or have you worked in the past 14 days in another Skilled Nursing Facility or Assisted Living Facility that has had any staff or residents that tested positive for COVID19?
- Have you had contact with any individual who has tested positive or been suspected of having COVID-19 in the past 14 days?
- Have you traveled to any area where widespread community transmission of COVID 19 is occurring within the past 14 days?
- Do you have any of the following symptoms that are new or unusual for you?
 - Fever
 - Cough
 - Shortness of breath or difficulty breathing
 - Sore throat
 - Muscle pain
 - Headache
 - Chills/Repeated shaking with chills
 - New loss of taste or smell or decreased appetite

The screen is conducted by the receptionist or other non-clinical staff. If the answer to any of these questions is 'yes', an RN will be asked to follow-up with more specific questions. The RN will then use their professional judgment to decide whether the visitor poses an enhanced risk and should refrain from visiting.

The Health Care screener's hours at this time are 6:00am-8:30pm every day. Parking is available in the parking lot by the entrance, including handicap accessible parking. We appreciate your cooperation with this.

Staying in Touch with Your Loved One(s): FaceBook

These weekly communications are focused on bringing you COVID related news that affects our residents and staff, including updates on the testing status at each facility, and changing directives and regulations and our responses. While we occasionally feature information on resident events, please encourage your family members and friends to check our FaceBook page regularly for each facility to see more immediate and personal coverage of events. Or you may also use this to follow your loved ones or friends in other levels of care. Our staffs have done a great job keeping our pages vibrant and up to date. If you haven't already done so, please take a look:

<https://www.facebook.com/pages/category/Nursing-Home/Good-Shepherd-Fairview-Home-101238778153142/>

<https://www.facebook.com/Good-Shepherd-Village-at-Endwell-113154193616478>

<https://www.facebook.com/chasememorialnursinghome/>

This is interactive- we'd love to hear from you on Facebook. Or please provide feedback on how we are doing via a recommendation or review.

CMS Guidance on Re-opening

CMS is providing detailed recommendations on re-opening businesses and nursing homes, while NYS also has specific plans for re-opening. Next week we will feature how we expect this to impact our facilities.

NYS DOH Voluntary Testing for all Residents

Last week, we announced Good Shepherd had been in contact with the NYS Department of Health (DOH) to explore COVID-19 viral testing for all our Health Care residents (voluntary basis) and staff (GS required.) As of today, this remains a work in progress as we arrange for processing the testing. This testing is for Skilled Nursing and Adult Care residents. Independent Living residents who feel they should be tested should follow up with their personal health care provider.

NYS DOH Mandatory Testing for all Staff

Yesterday we began testing all of our staffs as required by NYS Executive Order. Each employee will be tested two times per week. The test is a simple nasal swab, and results are expected within 48 hours. This sounds simple but the logistics of conducting this volume of testing for employees who work varied days and shifts are very challenging.

Donations

Thank you to the following individuals or groups for their generous donations of Personal Protective Equipment or other support to our staff and residents:

- Pizza for GSVE nursing home staff from the family of Mary Vivona
- GSVE received staff meals for all from Water Street Brewing company



Please visit our website for ongoing coverage of our response to COVID.

Thank you all for your patience during this difficult 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.
- Office of Mental Health 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>

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