

## URGENT MEMORANDUM

**DATE:** 4/10/20

**TO:** All Good Shepherd Village at Endwell Community Members, Families and Staff

**FROM:** Michael Keenan, President and CEO of Good Shepherd Communities

**RE:** Positive Case of COVID-19: Staff Member

Dear Good Shepherd Village at Endwell Community Members, Families and Staff

As our nation, New York State and local communities deal with the coronavirus pandemic, we want to provide you with an update on how it has impacted our community and the steps we're taking to address it.

**As of today, 4/10/20, we have one staff member who worked in our Assisted Living Residence who has tested positive for COVID-19. This casual employee last worked at GSVE on 3/29/20- 12 days ago.** We have reviewed staff records on screening and call-ins. While we have had some staff members who displayed some symptoms of concern, we must remember it is also cold, flu and allergy season. All have followed up appropriately with health care providers and followed their recommendations on care and isolation, and have returned to work only when cleared to do so. None have reported a positive test for COVID-19. In addition, we have carefully assessed our residents in ALR, and again, none show any symptoms associated with COVID-19. While we understand staff, residents and their families will certainly be anxious about this situation, **we have consulted with Broome County Health Department who have directed us that our current screening and infection control practices are appropriate in this situation and they have not proposed any additional testing of our residents or staff at this time.** Additionally, we will continue to follow the New York State Department of Health advisory on *Protocols for Personnel in Healthcare and Other Direct care Settings to Return to Work Following COVID-19 Exposure or Infection.*

Please know that we have followed, and will continue to do so, all guidance set forth for privacy, patient care, employee safety, and efforts to stop the spread of COVID-19 as provided by the NYS Department of Health (DOH) and the federal Centers for Medicare & Medicaid Services (CMS). We remain in constant contact with NYS DOH and our local Health Department.

Prior to each shift, staff are screened which includes taking their temperature, and they answer a series of questions to ensure they are not exhibiting any known COVID-19 symptoms. Any employees who develop symptoms during a shift are immediately sent home and are directed to contact a health care provider for direction. This process is also followed for outside vendors and agency workers, though these visits have been curtailed.

We also conduct a rigorous sanitation regimen that follows, and in some cases exceeds, all state and federal guidelines. We have increased the daily volume of cleaning done in common, medical and residential areas. All protective and medical equipment are thoroughly cleaned and disinfected.

Although this can be a challenge at times when providing medical care, our facility continues to practice safe distancing guidelines by limiting the number of people in one area and maintaining 6 feet of separation whenever possible. Our restaurant is now closed for dining, but meals are available for delivery to residents and staff.

Good Shepherd Village appreciates your understanding as we continue to vigorously enforce the state's decision to restrict all visits into the health care facility at this time. This is certainly frustrating when wanting to see loved ones, but we want to do everything in our power to keep our residents healthy. We continue to encourage family members to communicate regularly through FaceTime or Skype calls, phone calls, and emails. For more information on scheduling virtual visitation, please contact a member of our Therapeutic Recreation Department.

We will continue to provide you with periodic updates with as much information as we can on our efforts to combat COVID-19. On behalf of the entire Good Shepherd Village at Endwell team, I want to thank each of you for your continued patience and prayers. It means a great deal to us.