

September 14, 2020

Hello Everyone,



I see that Rachel sent out an update while I was out. I also learned that we are open on all floors. As of today everything is going well.

The following is in place:

- All staff continues to be screened before entering the facility.
- We continue to do our 10-day interval testing of all staff and 10 % of residents per the state guidelines.
- All staff is wearing surgical mask at all times throughout the facility; in addition, eye protection is required for all staff when interacting with residents.
- All residents on all floors are still being encouraged to stay 6' apart and wear mask.
- Residents can attend small group dining and activities.
- The annex and part of the 4th floor rehab section are our holding zones for incoming rehab patients needing to be on a 14-day quarantine.

A Note from Barbara:

We are excited about getting Residents to Mass, bingo, exercises and other types of activities. Outside visits continue to be in high demand. We understand that when you call, you are looking to speak to me that day to set up a visit. Please understand that with activity groups starting up again, that I do not spend my day at my desk, I am on the floor helping with activities. I work each day on scheduling, but unfortunately, I am not always able to return your phone calls on the same day. Calling to set up a visit for the following week works well and families are more at ease, rather than calling to get in the same week. Window visits are still available, if you have a large family, or you want to bring kids and pets. Our focus is on getting residents and families together, and we look forward to scheduling these very important visits.

If you would like an in-person or window visit please call me, Barbara, Director of Life Enrichment Services at 935-4607 or email me at mtc.activitydir@nh-cc.org. If you would like a Google Duo visit for any resident please call or email me or call any one of the floors directly to set one up.

PS

We are looking into using patio heaters to sustain the outside visits for as long as we can. Remember that once we move visits indoors they will be limited to one chosen family member per the current guidelines. Let's hope DHHS/CMS changes the guideline before we take this next step.

General news update:

You will be receiving our annual satisfaction survey sometime around the end of this week. The surveys were sent to the main contact listed on the face sheet of each resident. This person would also have to be someone that is a regular visitor to the facility. They will not go out to our short-term patients.

I hope when filling out the survey you keep in mind what COVID has done to all of us since March. We are asking that you rate us on what your normal experience was with us during the time prior to March. However, I also invite you to use the comment section to address any COVID related feedback on our performance. Please also keep in mind that the changes that have taken place here are through the direction of DHHS and CMS. I have talked to many of you and am on your side with your concerns most of which are not being able to see your loved one. It is not a happy time right now for any of us and nursing homes continue to be their biggest focus. For the safety of the residents I understand but for all of you I'm feel really sad about it.

Please return the survey as soon as possible as we have a short window to get them back to the company doing the survey. We/I appreciate your feedback.

Sincerely,
Joe Bohunicky, NHA, MBA, Administrator
Mt. Carmel Rehabilitation and Nursing Center
235 Myrtle St.
Manchester, NH 03104
P: 603-627-3811 -- F: 603-626-4696