

September 18, 2020

Hello Everyone,



Hope you are all having a good week. I have nothing new (COVID related) to report today.

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.

**General news update:**

You will be or should have received our annual satisfaction survey this week; they were mailed out on the 16th. 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 did 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.

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.

**A Note from Barbara:**

We are happy to announce that we have two new staff members in Life Enrichment Services. Some of you might have met Nick and Bianca during one of your visits. They both bring some amazing qualities to our department, and we are excited to have them join our team.

We continue to offer bingo in the Community Center, (which the Residents are thrilled about), as well as doing group activity's on all floors. This week we did a painting class, and the Residents really enjoyed themselves. Our TV channel 124 continues to be updated with some great programs (thanks to our new staff member Nick) such as, slide show trivia, travel tours, the price is right game, sing a longs, short stories, and more.

Do to deliveries being made and people trying to enter the building thus causing interruptions to your visits, we have a change in the parking for the outside visits. Starting next week, no one will be able to park or use our turnaround in front of the building; parking is available on the street in front of the building.

I know that I talk to all of you on a regular basis, however, I am asking that when you leave me a voice mail to please include your loved ones name, and when sending me an email, please include your telephone number.

We realize that the cold weather is coming fast; at this time we are planning to use patio heaters to sustain the outside visits for as long as we can. There are also some additional changes being announced by CMS and once we get and digest them we will update you. We appreciate your patients during these trying times.

Sincerely,  
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