

November 13, 2020



Hello Everyone,

We had our first Zoom family meeting last night and I think it went well. There were about 20 people on the call. Thank you to those of you that joined in. There was talk about doing more of these going forward; I will be sending out a request for your thoughts on how often we should do them and a best time for everyone.

Some discussion included getting your loved one to the hair dresser ASAP and make appoints; and how can we get you in to visit with your loved one through possible employment opportunities. CMS does not allow non-employees into the building and so the discussion was on trying to be creative in getting family members employed. I'm not sure how this will play out but I will be looking into it next week. Rachel, DNS did a nice job updating everyone on the current status of COVID topics for the facility and the state. Barbara covered family visits and has more on this below for you.

We didn't have time to go over family survey results and I did say I would send them out with this newsletter however, I am going to wait until next week. I am meeting with the residents on Tuesday to go over their surveys. Once I get their input on theirs I will also share their results with you.

Everything here continues to be going well. With the increase of COVID case raising in NH we are doing everything we can to educate staff on being safe when out in the public and interacting with their friends and their family members. Thanksgiving is being downplayed to support what we are all hearing in the news about this year's holiday gatherings. Hopefully they will stay safe which in turn helps keeps us/the residents safe.

On our call Wednesday with the State it was reported that all of NH counties are on the rise with increased cases of COVID which means that we continue to remain in phase 1.

- We can still have indoor and/or outdoor (window) visitation
- No therapy animals allowed

The following will continue to remain in place:

- All staff continues to be screened before entering the facility.
- We continue to test all staff above and beyond the required per the state guidelines.
- All staff are wearing surgical mask at all times throughout the facility.
- All staff are wearing eye protection on the resident/patient units.
- All residents on all floors are still being encouraged to stay 6' apart and wear mask.
- Residents can attend small group dining, church, 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. It also serves as a quarantine area for any resident having to go out overnight for a hospital stay.

From Barbara, Director of Life Enrichment Services:

I am excited to announce that the three days prior to Thanksgiving, (11/23, 11/24, 11/25), we will be adding a 6:00 PM, and 7:00 PM visit. We hope that this will accommodate more families. Because we are not able to add these additional visits to our scheduling page, I am asking families to email me mtc.activitydir@nh-cc.org a request for an evening on these particular days, (11/23, 11/24, and 11/25).

In addition, Rachel our Director of Nursing has volunteered to come in on Thanksgiving Day to do window visits. These are visit spots in addition to the indoor visits (which we will add to the Thanksgiving Day visit raffle).

NOTICE: Monday November 16th will be the last day for you to request a holiday visit. I will be drawing names and reaching out to you by Wednesday the 18th to let you know what day yours was picked for. PS, I will have names put into a hat for each of the three days and let a resident pull them so all is fair 😊

Hairdresser:

If you would like Donna to do your loved one's hair, please reach out to her directly and let her know; her extension is 935-4628. Most residents have a personal needs account set up and it's easy for us to charge their account. If they do not have an account we encourage you to set one up through the business office extension 4602. Also, if you do not want to set up an account you can drop off a payment for a hair style between the hours of 8:30 and 4:30. Please remember last week's newsletter; Donna is currently going one floor at a time to get everyone seen (that normally sees her). Once she has done this she will be taking appointments; this will be worked out between you and Donna directly.

Veteran's Day:

As you can see we were in full patriotic gear for Veteran's Day. We thanked, and pinned 13 Veterans at Mount Carmel! The Manchester Central High School Band even came to play for the Veterans. Our Patriotic cart traveled the floors with music and treats too. Although for our veteran's, all of the residents enjoyed the day.



Have a good week!

Sincerely,
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