

November 20, 2020



Hello Everyone,

Considering what is going on throughout the state everything here continues to be going well. Due to the increase of COVID cases rising in NH, we are doing everything we can to educate staff on being safe when out in the public and during the upcoming holiday season.

We had our first Zoom family meeting on the 12th and some outstanding questions are being addressed below:

One question included getting your loved one to the hair dresser ASAP and being able to make appointments. I think this has been resolved at this point as Donna has told me she was almost done getting through all floors and was also taking appointments in-between. If you have any other concerns please let Barbara know.

Another was, can we get you in to visit with your loved one through volunteer opportunities. As I mentioned last week, CMS does not allow non-employees into the building and so the discussion this week was on being creative in getting family members employed. I am happy to announce that we can offer the following part-time positions as a paid employee. Activities Aide (2) – Housekeeper (2) – Personal Care Assistant (3)

These positions would be filled as part of our normal hiring process. Interview, orientation and general onboarding. The Personal Care Assistant position would require an additional 8-hour training program; this is also a temporary position allowed by CMS. All positions would be for 3, 4-hour shifts (12 hours) and scheduled to facility needs and may include weekends. It would also require that you be COVID tested weekly. As an employee you would then be able to come in and visit your loved one when you wanted (within normal, non-working visiting hours). If you are interested in pursuing or learning more about these opportunities please reach out to our HR manager Tracy Fischer @ 935-4603. We hope this helps out in some way so that you can see your loved one more often.

With regards to the discussion around outside providers coming into the facility, we will continue to have routine Podiatry services coming in at their scheduled intervals. However, the Dentist, because of the nature of their services and masks not being able to be worn during their care, will only occur for emergency visits. Also, both of these are dependent on the county positivity rate staying below 10%. At 10% these providers would only be allowed for emergency services.

Lastly, I am sending the family survey results out to you in another email. I did meet with the residents on Tuesday to go over their surveys and we had a great discussion. The few opportunities that came up on their surveys became non-issues during our group discussion. Of course, this doesn't mean that they weren't important to the few residents that brought them

up on their survey. I also shared the results of the family surveys and the opportunities yours presented. None of the residents agreed with or offered any additional input other than they were satisfied in the areas presented. I will also share their survey results with you in the next email.

On a side note:

I received a note this week about staff parking in all spots in both lots. We have allowed this as we do not have any visitors. During family visits everyone has been parking out on the street in front of the building. This week we opened up the portico drive so that when you are here for a family visit you can park right at the entry. Hope this helps in the coming months with snow on the way.

From Rachel Lentine, Director of Nursing:

This past Wednesday we participated in our weekly call with Dr. Chan and Dr. Beth Daily from the Department of Public Health and some new updates were given. First and foremost, the cases in New Hampshire consider to climb with daily positive cases reaching over 500; this is drastically higher than what we were seeing back in the spring during the first wave of cases throughout New Hampshire. The entire state is currently classified as in "Substantial Transmission" which means nursing homes must remain in Phase 1 status of reopening.

In addition to total number of positive cases, the percentage of positivity also comes into play with regards to visitation in long term care facilities. Based on federal reporting as of 11/17/20, Strafford county is at 9.9% and Hillsborough County 4.9%. As long as we remain below 10% we are able to continue to have indoor visitation. However, if the positivity rate reaches 10% or higher, we are no longer able to do indoor visits. In this case we would only be able to have outdoor or window visits as an option. Please be advised that cancellation of resident visits could occur at any time without much notice.

With all of this being said, the guidance from the CDC and our own state health department are strongly recommending no gatherings of individuals that are not currently living in your immediate household. This is being said not only for the holidays but also in our everyday interactions. We have been educating our staff with regards to these guidelines and are promoting only immediate household holidays and gatherings. We know this is difficult for everyone but we want to keep everyone as safe as possible.

On a final note with regards to testing of our staff; as of the first week in December we will be doing weekly staff testing. This will be an increase in testing from our current every 14-day testing.

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:

Talent Show:

Last week we had our virtual talent show! The Residents were given score sheets then watched the talent show on their TVs. There were so many great videos! Thank you to all of the families who submitted videos. It was a close tie for a winner. The winner is Shaun Sullivan, singing White Cliff of Dover.

Please keep in mind that we are always looking for things to add to our TV channel. So, if you would like to send more of your talent, or feel you have something of interest that we could add, please let me know.

Resident Council and Holiday Visit Raffle:

During our Resident Council meeting Joe went over the results of the resident and family surveys; the residents were happy to have an open discussion about potential issues concerning their home life. Before the meeting ended we had residents pick raffle tickets for the Holiday visits. We are happy to say that we met 98% of the requests made by families. All families have been notified 😊

Resident Visit Appointments:

I ask that all families be mindful of the number of visit you schedule. It is important that all families have the opportunity to visit their loved one.

To see the confirmation that your appointment was scheduled online, do the following steps. After you fill in the information for your visit, click on "Book this appointment", then scroll back up to the top of that page, and it will say, **"Thank you! Your appointment is booked" along with the time, and date**, you should be getting an appointment confirmation email as well.

Today one of the families came in for a visit and brought in their laptop. They informed all of their children and grandchildren of what time they would be calling, and did a Facetime with all of them during the visit. It was great hearing everyone chime in and they were laughing and joking around. I thought this was a great idea and wanted to share it with you.

Today:

Today we are doing temporary tattoos and serving beer and wine. The residents are excited about this, and we are too! Pictures will be sent next week, as long as we have a photo release.

Have a good week!

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