

December 4, 2020

Hello Everyone,



Early update again as I won't be here tomorrow. 😊

Zoom Meeting:

Thank you to those that attended. I was asked if I could send out the meetings notes via email and also the recording of it. As I am not Zoom literate, I'm not sure if I can get them sent out. However, I will be in on Saturday and will try to figure it out. If I am successful you will receive another email on Saturday. If I am not successful, I will do my best to type out an overview of what was discussed and send that out.

Resident Phone Calls:

I want to take a minute to remind you of a few things when calling your loved one. Although a difficult time for all of us (COVID), the amount of incoming calls is enormous. I also understand that calling here is difficult at times trying to get a person to answer the phone. We continually remind staff that they need to answer the phone however, we also make resident care our priority and calls during meal times are the exceptions.

We have two portable phones on each unit. These phones were intended for quick calls made by residents. They were not intended to handle the volume of calls we've been receiving. As they are portable they need to be charged often. During this time, we are trying to limit calls to 10/15 minutes however, this isn't always the case as some residents get multiple calls from several different family members in a day. This leaves other residents unable to receive or make a call.

These phones connect through our computer system and we cannot add any additional phones as has been suggested by some family members. My suggestion for those of you that like to talk frequently or have a large family, is to install a phone in the room or add a cell phone to your existing plan. We have worked with several families to make this happen.

This is a one suggestion I received from a family member whose mom was making several calls when she had a phone in her room:

"People should contact their cell phone providers and explain that they want to set up a cell phone to only call and accept calls from designated #'s. The cell phone company will advise on the type of phone that is compatible with their service; the cell phone company provides a SIM card to put into the phone so that it can be programmed with the numbers. The phone company programs the phone from their office. Costs will probably vary but should not be much. For us, the phone cost \$40 and the service is \$25/month."

Family members often ask LNA's for gift suggestions especially around the holidays. 😊

Testing:

All staff were tested this past Monday and all residents (except 9 on the Memory Care floor) were tested on Wednesday. DHHS dictates when we test residents based on the positivity of a staff or resident. We will be testing everyone again next week. Results should be in by tomorrow or Friday (if we're lucky). All labs are overwhelmed with all the testing being done around the country.

The following will continue to remain in place:

- All staff continues to be screened before entering the facility.
- We continue to test all staff weekly.
- All staff are wearing surgical mask at all times throughout the facility.
- All staff are wearing eye protection when taking care of the residents/patients.
- All residents on all floors are still being encouraged to stay 6' apart and wear mask.
- Residents can attend small group dining (6 residents)), church (10 residents), and activities (10 residents).
- 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:

Just a reminder about the Christmas gift for your loved one. Please refer to my letter sent out last week.

Have a great rest of your week!

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