



To Our Residents, Family and Staff Members:

5/16/20

Thank you for your continued support in our efforts to ensure the health and well-being our residents during these very challenging times. Since the onset of this pandemic we have been rapidly responding to implementing all guidance available from the Centers of Disease Control and the Department of Public Health to mitigate the spread of the virus and protect our residents and staff. We want to keep you informed regarding testing results that were obtained late last night and update you on the results of that testing. All residents had testing completed by the National Guard on April 22, April 23 and several others on May 14.

Residents that have confirmed COVID-19	76
Staff that have confirmed COVID-19	6
New onset respiratory symptoms residents and staff	5

We have worked aggressively to obtain and provide necessary PPE (Personal Protective Equipment). We are pleased to report that we have maintained sufficient supply to properly protect our staff and residents. In addition we have provided multiple ongoing trainings with our staff members to ensure they understand how to use PPE properly. Infection control education that includes hand hygiene and isolation precautions has been reviewed and reinforced and are followed by all staff. We wish to thank all of our dedicated staff who has been working tirelessly to provide tender care over the last several weeks to our residents and each other during this time of pandemic. Our employees are our front line heroes; they deserve our respect and support.

To date, many employees have been tested as directed by their own Personal Care Physician, National Guard or private labs facilitated by the center. Testing is an important component of our strategy to protect the health and safety of our residents and staff. Employees who test positive are quarantined at home for a minimum of 10 days to recover before returning to work. Employees who are symptomatic are directed to their personal physicians for care.

We are grateful to be able to test all of our residents and staff so that we can better assess and monitor for signs and symptoms that require medical attention. We communicate with our Medical Staff and Medical Directors frequently to assure best practices for the care of residents is being met. Residents that test positive or are symptomatic are placed on isolation precautions including quarantine and cared for by separate and dedicated teams. We follow these same protocols when admitting a new patient from the hospital.



Be assured that we are doing everything possible to minimize the spread and transmission of COVID-19 as we continue to provide the highest level of care for all our patients. The following are preventative measures that we are using to limit the spread of the disease and ensure patient safety:

- All residents are monitored for signs and symptoms of respiratory illness
- All entrants to the building are screened for signs or symptoms of COVID-19 including taking temperatures prior to entry
- Staff members who have symptoms or who have tested positive are immediately placed on medical leave and quarantined based on CDC and state guidelines
- We always adhere to CDC and state health department requirements regarding the use of personal protective equipment (PPE) and infection control measures
- We have temporarily ceased all communal activities
- All visitation has been restricted

Pursuant to CMS final rule requirements for COVID-19 reporting for skilled nursing facilities, we are reporting the following results to keep you updated. We will continue to provide updates of confirmed COVID-19 infections for our residents and staff at least weekly, or by 5:00 p.m. the next calendar day when we experience three or more new cases. Our efforts to provide communication is and will continue to be a top priority. Along with phone calls, text messages, emails and letters sent, we will use our website as results change. **We ask that you continue to check our website for the latest updates.**

<https://www.saintfrancisrehab.com/coronavirus-community-updates>

We encourage you to call our center at 1-508-755-8605 for updates on the status of your loved one. We know this is a difficult time for everyone. Please contact Kristy Egan, Life Enrichment Director at 508-755-8605 x126 kegan@saintfrancisrehab.com to set up Skype or Facetime visits. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

Sincerely,

Katie Joyce, Administrator