

Greetings,



I hope each of you are doing well. I am thankful to have dedicated staff who want to be present for the needs of our residents, it is absolutely impressive to have such a wonderful team. As you know, we have been working to setup two stations to allow safe visitations. We currently have one established and we hope to resolve a phone issue next week which will allow us to open the second station. Please call Jill to schedule a visit, we have a finite number of slots per day so please be patient as you work with Jill to schedule a time. It seems as if each week we have a new requirement, the latest are communication requirements should we have or suspect a case of COVID-19. As you witnessed a few weeks ago, we want to maintain communication and will absolutely call you if we suspect a case even without this mandate.

As previously mentioned our isolation unit has been created and this week was toured by our Medical Director, Dr. Temme, and Brian O'Hearn who is the DNS/RN at Androscoggin Valley Hospital and leading the COVID-19 Response Team. Both individuals spoke of the unit in high regards and Brian O'Hearn mentioned he was going to make recommendations for AVH based on our isolation unit. Donna and her clinical team in addition with assistance from the Safety Committee did an incredible job working on this unit.

I would like to end on a positive note, Mother's Day is next Sunday and many are asking about flowers. We are relaxing the prohibition of flowers and moving forward will accept flower deliveries. The vase or container must be a surface we can disinfect immediately upon entering the building. Many families have been bringing items for residents, this is okay and the container must be one that can be disinfected. If you have any questions we request that you please call and ask to speak with a manager for clarification of the best way to ensure the resident can safely receive the item(s). We understand so much has been taken from our residents and anything we can do to provide a sense of normalcy will bring a smile to their faces.

As always, we welcome calls to answer any questions you may have.

Stay healthy and strong,

*Jeffrey Lacroix*

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