

September 18, 2020



Greetings,

You may recall completing a satisfaction survey from MYInnerview in previous years, including 2019. Please anticipate a satisfaction survey for 2020 to arrive today or during the weekend. Due to the logistics of the survey company the turnaround time is incredibly short this year. We are asking for the surveys to be completed and mailed with the provided self-addressed envelope no later than Friday, September 25; postage is not necessary. We understand that nearly all of 2020 has been a difficult year particularly in relation to new Federal and State guidelines. We would like to hear your feedback regarding how you feel we have responded during this pandemic. Again, time is not a commodity in relation to the surveys so please complete them upon receipt and return via mail. The surveys will be sent to a third party who will generate responses, we will not know who wrote specific information.

The staff and some residents were last tested for COVID on Thursday, September 17 and the tests were picked up from the carrier late this morning. We anticipate results to return by Monday. We are incredibly appreciative of staff for consistently showing up every testing day, even on a holiday! This test is not pleasant but their assurance in meeting these requirements has been outstanding.

On Monday, September 21 we are officially transitioning our visitations to indoors. Families will still have the opportunity to schedule a visit outdoors, indoors or as a window visit. We request families use discretion if scheduling an outdoor visit due to the rapidly dropping air temperature. Although we may be able to withstand the outdoor temperature residents are frequently cold when we are warm due to physiological changes. Individuals will continue to call and schedule a visit where initial screening will occur. On the day and time of the scheduled visit the guests will enter the building from the rear near the kitchen entrance, same entrance used for deliveries. The guests will be screened and escorted to the visiting area after which the resident will then go to the visiting area. The hugging booth will be available for use during indoor visits only and each resident will be allowed two guests per visit. Visits will remain scheduled for 30 minutes which allows staff to transport the resident and clean the visiting area between visitations.

We are excited to announce the roof project is nearly complete, an inspection and status update was conducted today identifying only a few small items for completion. Two large dumpsters and some equipment remain on the property, but these too will be gone soon.

Again, please be on the lookout for a survey from MYInnerview and return it via mail no later than Friday, September 25.

Thank you,

*Jeffrey Lacroix*  
Administrator  
St Vincent de Paul Rehab and Nursing  
29 Providence Ave  
Berlin, NH 03570  
(P) 603-752-1820  
(F) 603-752-5766

