

September 24, 2020



Greetings,

Thank you for successful indoor visits, the transition occurred as cold weather arrived and it was great residents avoided those cold morning temperatures. We appreciate the cooperation with the screening which allows us to maintain compliance with federal mandates. We understand not all residents require assistance to participate in conversation and supervision to ensure social distancing is maintained. If you would like our staff to provide a greater distance during supervised visitations please speak with Candy O'Neil or myself so we can ensure we are meeting your requests for a private visit during COVID. Supervision is required but we can establish a greater distance if all requirements are followed by the resident and their guests.

This week we kicked-off our Adopt A Resident Program. We have a greater number of staff members than residents so each resident will have a staff member who will spend time with them each week. Although staff may not be able to spend an hour at a time, each visit provides connection and interaction missed by not having open visitation. We also have our photo project completed, staff are wearing a photo badge with a picture of their face without a mask so we can show our smiles and who we are behind the mask.

Our last round of testing was held on Thursday, September 17 and we are pleased to announce tests were negative! Our next round of testing occurs on Sunday, September 27 and we anticipate our results to be returned prior to the next letter. The testing process has been taxing on our employees, the overall process and mandate for 100% of all staff to be tested every ten days creates additional strains all over yet our committed team of staff continue to comply with testing requirements and we are incredibly grateful for their dedication

As with each of us the state of New Hampshire has been balancing the demands presented by COVID, one of which was federally mandated testing. In an effort to keep residents of New Hampshire nursing homes safe the state took a more stringent approach than the federal government and tested staff every 10 days. The volume of tests has trialed the abilities of New Hampshire labs to provide rapid turnaround resulting in numerous complaints from individuals throughout the state about the process. On Wednesday, September 23 we were informed the testing process will change in October. Catholic Charities will be contracting with a lab and we will conduct surveillance testing following a new schedule; 100% of all staff tested one week and 10% of staff tested each subsequent week that month. The clinical management team will meet with the Safety Committee to discuss the best ways to identify the 10% of staff to be tested. Staff are the individuals at risk to introduce the virus into the building so residents will no longer participate in surveillance testing when this adjustment is made. We anticipate these changes will be implemented at St. Vincent's in the middle of October with an exact date to be determined.

Last weekend or early this week you should have received a survey from a third party survey company. If you have not already done so we kindly request the survey be completed and placed in the mailbox no later than Friday. Unfortunately the turnaround is quick but a high return rate means we have data to compile and review opposed to only a few representing the whole. Not each individual will have received a survey, only one survey was mailed per resident and we appreciate your time to complete the survey.

Please do not hesitate to contact us with questions or concerns.

Thank you,

*Jeffrey Lacroix*

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