

January 18, 2021

Families, friends, residents and staff,



Testing was conducted today on residents and staff exhibiting symptoms and additional positives were detected. We currently have fourteen staff and twenty-five residents who have tested positive for COVID. The team came together today and made multiple room adjustments which allows us to segregate COVID positive and negative residents. Maintaining separation is our attempt to stop the spread and is also the best practice highly encouraged by the Department of Public Health. On Tuesday we will conduct our PCR testing on all residents and staff, results will be returned in one to two days.

This week we will see the return of staff who were removed from the schedule for various COVID precautions. Unfortunately, we have new staff that must be out for designated lengths of time which keeps us in a challenging situation. I have spoken with various families about coming in to provide care for their family member. Due to our outbreak status we may only have employees and visitors for compassionate care visitations inside the building. If we have family members, friends or community members who would like to assist we can hire interested people and organize an emergency LNA training; the emergency LNAs will be paired with established LNAs to ensure they are not solo and able to assist our LNAs with care.

Over the weekend staff were diligently working to provide resident care, medication administration and other vital needs. Respectfully so, families were calling to speak with the nurse for an update or to have the phone delivered to a resident; this was incredibly challenging to manage. We are not requesting individuals refrain from calling but to understand the immense strains placed on staff, particularly in the evening and on the weekends. We have discussed having someone designated to assist with the phone but this does not resolve the issue at hand because the receptionist will then have to transfer the call to the appropriate unit. Please continue to be flexible as we navigate this challenge.

Please email or call us if you have any questions or concerns. Please remember we will have a Family Council Zoom Meeting on Wednesday, January 20 at 6pm. The Zoom **Meeting ID: 788 844 6544** and **Passcode: 1234**.

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

