

St. Francis Rehabilitation and Nursing Center
Bishop Bradley Senior Living Community
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September 18, 2020

Dear Residents and Family Members,

I am writing to give you an update on what is happening here at St. Francis. At this time employees are continuing to wear full PPE, meaning gown, surgical mask, face shield or goggles and gloves. We did testing on all of our employees, residents and tenants on Monday, September 14 and all of those tests came back negative. We will be testing all employees, residents and tenants again on Monday, September 21. If all of these test results are negative then we will be able to resume our regular surveillance testing which will be on Saturday, September 26. I am not sure when the test results will come back from these tests. It will most likely take 3 to 7 days.

Employees continue wearing full PPE, meaning gown, surgical mask, face shield or goggles and gloves. We will be postponing our dining program for now as well as the group activities in the Dining Room. NH Public Health Department has requested that residents remain in their rooms for the most part for the time being. If all of our testing comes back negative than we will be resuming our outdoor supervised social distance visits with residents and family members. These visits will start back up on September 23, 2020. You can call Mindy at ext. 330 to schedule these visits. We are continuing with our virtual visits as well as some window visits. You can reach Cindy at ext. 313 to schedule these visits. We will also resume our dining program on September 23, 2020 as well.

Many of you will be receiving a satisfaction survey in the mail this week from a company called My InnerView. We would really appreciate you completing this survey and using the envelope to mail it back to My InnerView. It will only take a few minutes to complete the survey. Your responses are confidential. Surveys are processed by My InnerView and a summary report is prepared. This report does not include any information that can be linked to individual responses. There will be a form for written comments. Those comments will be typed up and sent to us. Your feedback is very important to us as we strive to continue to support your loved ones during this difficult time.

Please note that when a resident leaves the facility for an emergency room visit we are placing the resident in a 14 day quarantine room which is a private room on our Lodge wing. This also applies to some doctor's visits depending on how the resident is transported and if the resident is able to keep their mask on during the appointment. The purpose for this is to avoid any potential exposure to others. We are trying to be as cautious as possible because we know that COVID-19 can spread very easily.

I also want to remind you that we are prohibiting any non-essential items to come in to the residents as we know that the virus can live on objects for a short period of time and do not want to take the chance that it could be spread in this way. All laundry will be done by our laundry staff here. If there is an essential item that you would like to bring for your loved one it needs to be in a sealed container that we can disinfect and leave in our entry way for a period of time before bringing in the facility. We are accepting floral deliveries. We will be cleaning and wiping down the vases.

We continue using surgical masks for our residents. The NH Public Health Department has requested that masks be used on our residents while we are providing care for them and when they are out of their rooms.

The purpose of the masks is to have all of us keep our germs to ourselves. We are learning more about this virus and we know that it can be spread to others without showing any symptoms.

I would like to remind you to please continue to wear your masks when you are in public and to practice social distancing. This is so important for your own safety as well as the safety of your families. As I go places it seems that many are not paying attention to this. We need to be the examples for others. Thank you very much.

While we know this is an incredibly challenging time for you and your family, please be assured that we remain committed to the care and support of your loved one here at St. Francis. Their safety, health and well-being remain our firm commitment.

We will continue to keep you updated as time goes on.

God bless,

Brenda Buttrick RN, LNHA
Administrator

