

St. Francis Rehabilitation and Nursing Center
Bishop Bradley Senior Living Community
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October 2, 2020

Dear Residents and Family Members,

I am writing to give you an update on what is happening here at St. Francis. At this point we have finished our surveillance testing on September 26 and all of our results came back negative. Our next testing date is Tuesday, October 6. On Wednesday, October 7 we should be able to start indoor social visits for residents and family members. These will be socially distanced and supervised using the same protocols as the outside visits for now. In addition to this we have been given some guidance to allow more family members compassionate care visits. We will be reaching out to family members for these visits in the near future. Please note you will be asked to wear full PPE (personal protective equipment) for these compassionate care visits.

You can call Mindy at ext. 330 to schedule the indoor family 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.

I wanted to thank you for completing the My Innerview Family Satisfaction surveys. I will be reaching out to you next week to schedule a Zoom call to go over the results of the surveys.

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. 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

