

St. Francis Rehabilitation and Nursing Center
Bishop Bradley Senior Living Community
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stfrancisrehabcenter.org



November 19, 2020

Dear Residents and Family Members,

I am writing to give you an update on what is happening here at St. Francis. Last week we tested 10% of our employees and they all came back negative. This week we have tested 100% of our employees. We are waiting on the test results for these. This is being done per the NH Public Health guidelines. St. Francis is currently considered in Phase 1 of the NH Public Health guidelines because the amount of positive cases has gone up in Belknap County and the county is considered in substantial transmission. On Wednesday, October 7 we started indoor social visits for residents and family members. These are socially distanced and supervised using the same protocols as the outside visits for now.

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 Tasha or Cindy at ext. 313 to schedule these visits. Tasha will be working Monday-Thursday and Cindy will be staying on with us on Fridays.

Please see the second attachment for our different options that you may choose to connect with your loved one over the upcoming Thanksgiving holiday. We know that especially at this time of year families try hard to stay connected and we want to give you as many opportunities as we can while still keeping our residents safe. We thank you very much for your understanding in all of this. This will be a very different holiday for all of us. It is important that you make your plans with us by the end of the day today so that we can do our best to accommodate everyone.

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 are working on a plan for residents to receive Christmas gifts. We would like you to bring these gifts in by December 16 and they will be put in storage so that they can be opened Christmas day or Christmas week. This will allow time to make sure that there is no virus on the packages by the time your loved ones receive them.

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

Adminstrator



Choices for Family Connection with Resident Family Members

1. Indoor Family Visitation- These are 30 minutes in the front lobby and are socially distanced wearing PPE. We have extended the hours for the Thanksgiving Holiday until 6 pm. We have a total of 11 slots for the holiday. Please call Mindy at extension 330 to book these not later than November 19. They will be given on a first come first serve basis.
2. Attend your loved one's Thanksgiving meal virtually on zoom- Please give Alex a call at ext. 338 if you have an interest in a zoom family meal for the Thanksgiving Holiday. Please call no later than November 19.
3. Outdoor window visits. Please call Tasha if you would like to schedule these for the Thanksgiving Holiday. Please call no later than November 19.

Please do your best to plan ahead so that we may accommodate as many as possible.

Thank you very much

Brenda Buttrick RN, LNHA
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