

**St. Francis Rehabilitation and Nursing Center**  
**Bishop Bradley Senior Living Community**  
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December 4, 2020

I am writing to give you an update on what is happening here at St. Francis. Last week we tested 100% 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 Laura or Cindy at ext. 313 to schedule these visits. Tasha will be off this through December 15, 2020.

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. Due to being in phase 1 and the substantial transmission in the community we are limiting the outside doctor's appointments for residents to those things that are very essential only. We may postponing some doctor's office visits at this time.

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 are also looking for donations for Christmas cards so that we can help the residents send out their own Christmas cards to friends and family. We are also encouraging you to decorate the outside of your loved ones' windows with Christmas decorations of your choice.

I would like to schedule a zoom meeting with any family members who would like to participate to provide more communication and feedback. Please e-mail me back if you have interest in a zoom meeting and what would be good for a date and time for the meeting.

Please note that we are preparing for the Covid 19 vaccine to arrive at some point in the near future. We understand that residents of nursing homes and health care workers will be among those that are the first to be offered the vaccine. Please see the attached information that we have received this past week.

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





# Personalized care for the best experience



## Going the extra mile to get you the best possible care

We're extensively training over 75,000+ seasoned pharmacists and technicians to become COVID-19 specialists. With their specialized COVID-19 expertise combined with 10+ years of immunization experience, they are able to provide the highest quality care to you and your loved ones.



## Working together with your facility to accommodate your needs

Our close relationship with your facility allows us to understand and tailor our care to your specific needs. We'll stay connected with staff on your schedule and any special accommodations to help you easily — and safely — get what you need.

## Your questions answered

Walgreens is gathering the latest insights about COVID-19 vaccine safety and effectiveness, and common questions from our patients, all in one place.

Stay up-to-date at [walgreens.com/covidvaccine](https://www.walgreens.com/covidvaccine).

*Reference*

1. Walgreens Customer Experience Tracking Study

*Walgreens*