



March 10, 2020

Dear Family Member,

We want to share with you additional actions we at St. Teresa Rehabilitation and Nursing Center are taking to protect our residents, employees and visitors in light of the evolving COVID-19 outbreak. The risk of contracting coronavirus remains low in New Hampshire at this time, however the overall number of cases is expected to increase as more testing becomes available beginning this week. The safety and well-being of our residents, employees and visitors remains our top priority. The situation surrounding COVID-19 is a dynamic one and it can be hard to keep up with the latest information.

St. Teresa Rehabilitation and Nursing Center continues to closely monitor information from Centers for Disease Control, World Health Organization, state and local Public Health Departments and the Center for Medicare and Medicaid, (CMS) which is the federal agency that regulates skilled and long-term care nursing facilities. New **CMS guidance recommends** that family and other visitors **defer regular visits for the time being as much as possible**. There are **certain circumstances where we will need to restrict visits completely based on the federal government guidance, which are discussed later in this letter**.

Based on recommendations from the government agencies listed above, and out of an abundance of caution, we are implementing the following temporary measures to decrease the potential spread of the COVID-19 virus:

- Temporarily, the hours to enter the facility for visits will be limited to 9am to 6pm. You are welcome to stay and enjoy visiting with your loved one as long as you wish; we are just asking that you begin your visit prior to 6 pm. If you have special circumstances regarding the time of your visits, we will work to accommodate your needs. Please contact St. Teresa Rehabilitation and Nursing Center prior to your visit.
- Before you are able to enter the facility, you will be screened by one of our staff members. The screener will ask questions about recent travel within the past 14 days, or if you have had contact with someone diagnosed with COVID-19. You will also be asked if you are experiencing any respiratory symptoms such as a cough, sore throat or shortness of breath. In addition, you will be scanned for your temperature using a non-contact infrared thermometer, similar to the ones being used at airports right now. These thermometers measure temperature when they are pointed at your forehead. Should you have any respiratory symptoms, or have an elevated temperature reading, we will need to ask you to postpone your visit until you are well, or 14 days have passed since your international visit, cruise, trip to a high-risk area in the United States or contact with a COVID-19 individual. We will also need to know what community and county you live in, to determine if there is active spread of the illness in your area. After screening, if it is determined you are able to visit, we ask that you sign in the visitation log. We understand this will be not only be a significant inconvenience, but will also be upsetting if you are not able to visit with your loved one.

Visits and social interaction are essential between our residents and our families. We understand that these restrictions and limitations will be very trying for everyone involved. We also want you to feel assured your family member is being taken care of. Being able to see and interact with your loved one provides that reassurance. We are working to be able to provide you with alternative methods of visiting with your family member, so we ask for your patience while we work through these changes, which are difficult for everyone.

We hope you understand that these actions are not intended to be intrusive though they may seem to be. We do not know at this time how long these measures will need to be in place, or if additional more restrictive measure will need to be taken as the situation unfolds.

We ask that you pass this information on to other family members or friends who may want to visit, to eliminate the possibility of them coming to the facility and being denied entry to visit.

We will keep you informed of any changes that should become necessary.

If you have any questions regarding this information, please contact Luanne Rogers, Administrator or Teresa Leccese, Director of Nursing Services.

Sincerely,

A handwritten signature in black ink, appearing to read "Luanne Rogers". The signature is fluid and cursive, with a large, sweeping initial "L" and "R".

Luanne Rogers
Administrator
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