

St. Teresa Rehabilitation and Nursing Center
Bishop Primeau Senior Living Community
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September 18, 2020

Hello families, friends, residents and staff,

Our Beauty and Barber Shop reopens next week. Kelly Paquette is member of our staff (screened daily and tested) and can only provide services to ONE client at a time. She will be following our protocol and cleaning between appointments, using disposable aprons, and cleaning all equipment. The services rates are attached. Please note that rates have not changed in many years but this change necessitates that I cover our cost. She will be setting up shop on Monday and appointments can be made by leaving messages on Kelly's phone, X 4699. If her mailbox gets too full, please work with Rachel.

Satisfaction Surveys in your mail: The Satisfaction Surveys were sent to Residents and Families during this week of September 16th. They are sent directly from NCR Health – And you return to them directly – **they need to be returned early next week PLEASE.** Please be looking for this survey in your mail. The surveys will go to one family member only. It can look like junk mail, but truly is not. Please be on the lookout. I thank you in advance for completing the survey and sending it back, early next week. You will have an opportunity to share your thoughts on how we have managed through this pandemic so far. Your feedback is important.

TESTING: We tested every staff member (76) again on Saturday 9/12. All recent tests have been negative this far. Our Next test date is this Tuesday 9/22. We remain on 10 day cycle testing. To this point the State of NH has been Coordinating testing and most importantly paying for the testing. We are working with the State of NH to transition control of testing to providers over the next few weeks. If the cost of testing falls to Providers like St. Teresa, it puts us in an untenable position. Cost per testing cycle for St. Teresa for staff and sample of residents is about \$12,000 every 10 days. This is not a cost we or any center can absorb. We do believe that regular testing is very important to the health of those in our care.

Reminder: This surveillance testing dictates the phase of reopening we are at. If we have any positive staff or residents, we will need to follow our DPH guidance which may mean we can bounce from Phase to phase based on testing results. If **Manchester**, Hillsborough County spikes with active cases and we go from our current **30 per 100,000** to greater than 50 per 100,000, we will go back to phase 0, No outside visits or visitors. To move to phase 3, the incidence of active cases in our county needs to be below 10 / 100,000 and St. Teresa cannot have any active cases and we will have to have been in Phase 2 for 2 weeks. This is the interactive map to watch. <https://www.nh.gov/covid19/dashboard/map.htm#dash>

Visitations: Please remember all visits need to be scheduled. Outside, Window in living room, video. All require staff support.

We are currently in Phase 2. Outside social visits will continue and allow 2 visitors as long a weather allows.

Phase 2 updates. The state is allowing nursing homes to ease certain restrictions, as each facility is able to, which includes inside social visits and limited vendors.

We opened to scheduled INSIDE Social visits effective 9/14. Inside social visits will allow 2 visitors per resident. These 2 person visits can rotate through multiple family members / Friends. Visits must be scheduled, prescreened and are held in the living room. You will need to wear a surgical mask for inside visits, not cloth. We will need to maintain 6 foot social distancing. We wanted to opt for the visits that give you the greatest flexibility. As we move inside, we are scheduling 1 visit per week for each resident.

1(one) essential support visitor. In clarification, this category of visitor will not be implemented at this time by St. Teresa. Since this is the only visitor that will be allowed for some inside visits –and this person cannot change from one visit to the next, it is very restrictive and we can opt for the 2 person inside social visit instead!

We began collecting names for Essential support visitors September 1st. We will continue to collect this information so that when / if we implement these visits, we are prepared.

We are using our dining room and Courtyard for group activities now.

Outdoor visits, window visits and virtual visits will continue as they have been. Thank you for your patience as we have reviewed things to ensure everyone's safety as we proceed to Phase 2 reopening. All visits require significant processing, scheduling and staff time. For the safety of our residents, visits will be under very controlled circumstances.

Kindly,

A handwritten signature in black ink, appearing to read "Luanne Rogers". The signature is fluid and cursive, with a large loop at the end of the last name.

Luanne Rogers
Administrator