

August 26, 2021

Hello Resident, families and friends,

**Vaccine Mandate:** I have some very important news to share. This week, Catholic Charities - Healthcare Services announced that all healthcare staff members serving in our centers must be vaccinated, this includes any contracted staff and vendors. We have been busy talking with our teammates and contractors. By the end of October, everyone working at St. Teresa with our residents, will be fully vaccinated. Our unvaccinated staff must have their first dose by September 13<sup>th</sup>. Our good news is that we are already 82% vaccinated.

**Testing:** The Manchester positivity rate is above 5% now, so we are testing all unvaccinated staff weekly with PCR tests to the lab. All our testing of unvaccinated staff has been negative. We are able to use the POC testing for any residents or staff that exhibit any symptoms to catch it quickly. It is a very reassuring tool for us.

**Visits:** Call Rachel and we will get you scheduled. Remember stay safe - with the fast spreading Delta variant seeming to cause some breakthrough infections. **We are requiring all to remain masked during visits PLEASE.** Please cancel if you have any symptom. If you travel let us know as well.

**And to pique your interest perhaps?:** We are starting a new video series here at CCNH/ST. Teresa – “Peace of Mind” – that features family members addressing common misconceptions or views on senior care, and we would love for you to be part of it!

As you may know, the COVID-19 pandemic has hit the senior care sector hard, not only with the virus threatening the safety and well-being of our beloved residents and staff, but also the public perception of the industry as a whole. “Peace of Mind” is designed to help shift the focus more on the many positive aspects of senior living, through the critical and unique viewpoint of our family members. Taking part is easy – only requiring an hour or so of your time at our community. Questions will be straightforward, and would include:

1. Tell us about your mom/dad – what was he/she like when you were growing up?
2. What was your role in caring for her/him at home?
3. A point came when a decision needed to be made to seek additional care – what led to that?
4. What was it like for you and what were your concerns?
5. Trust is always key – walk through what the community did to earn your trust?
6. What was your biggest surprise?
7. When did you know it was the right place? Why is this the right place? Was there a moment where you thought – “wow, I really made the right choice?”
8. How would you describe the staff?
9. What would you say to someone who is grappling with the decision, as you were X years ago, about whether or not to have a loved one move to a senior community like this?

10. What are some of the biggest myths/misconceptions with senior living – and what would you say to someone holding those views?
11. What makes you most excited for your loved one's future in the community?

Once we film, our communications team will package your comments into the video, sharing it with you for approval before any public dissemination.

If you have any questions, please don't hesitate to let me know. Let me know if you are interested in being involved.

Kindly,

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