

September 25, 2020

We took part in our routine surveillance COVID testing again this week, with testing administered on 9.23.2020. We also began providing our staff with the flu vaccine.

Speaking of the flu- we encourage all of you to seek out a flu vaccine for yourself. The flu shots for the residents have also arrived and we will begin providing them with this vaccine next week.

It is my hope you had the opportunity to review and complete the survey sent to you from MyInterview. We seek your feedback so that we can learn from you how we are doing and what we can work on to be better. This year has been unlike any other; and I am so thankful for all your support and patience as we continue to move through this pandemic, and the ever-changing rise and fall in COVID numbers across the country. We take each day as it comes with our best efforts always placed to protect our residents.

I hope you have taken liberty to provide us with feedback as to how we are handling the pandemic, keeping you informed, and allowing opportunity for you to see you loved one- whether through the use of technology (Google Duo, Facetime, telephone) or with window and outdoor visits. Your feedback and time to complete this survey is much appreciated.

Visitation Update- It has been brought to my attention that there is some concern or question that we may be allowing “some” people in and not others. Yes, there is an allowance of “some” families coming into the facility to see their loved one(s). The traffic you may be seeing or hearing about are compassionate care visits for residents who are not doing well or are at end- of life situations. We are not picking and choosing who does or does not come in- we are following the guidelines; specifically, the 4 phases of visitation re-opening for long term care facilities provided to us from the NH Department of Health and Human Services. Each phase clearly defines what is or is not permitted at the facility with ultimate final decision(s)- not exceeding what is defined in the phase- to be up to each facility and the administrative team operating each facility.

Phase 0 (facilities in current or recent COVID outbreak) only allows for compassionate care visits with these visits intended for those who may be at end- of life situations. These visits are not intended to be routine and are only to be allowed on a limited basis as an exception to restricted visitation.

Phase 1 (facilities in counties with active COVID-19 cases but not in an outbreak) allows for compassionate care visits and outdoor (supervised) visitation.

Phase 2 (facilities who have met the criteria for Phase 1 and have been operating successfully in Phase 1 for at least 14 days) allows for compassionate care visits, outdoor (supervised) visitation, and limited indoor visitation (which St. Ann has not implemented).

Phase 3 (facilities who have met the criteria for Phase 2 and have been operating successfully in Phase 2 for at least 14 days) allows for compassionate care visits, outdoor (supervised) visitation, and limited indoor visitation.

We have not begun indoor visitation as we are trying to provide the outdoor visits for as long as we can while the weather remains good. We will not be able to offer both at the same time as we simply do not have the staff to cover all these visits- or the space. I do ask for your continued patience and understanding as this is a big undertaking for the coordination of window, outdoor, indoor- when able- and video calls for nearly 50 residents and his/her family. Please do not hesitate to reach out to me directly if you have questions or concerns about what we are/are not offering.

It is important to note that a facility can move from Phase 3 to Phase 0 with ONE positive COVID test result/case- so please know that visitation can be restricted rather abruptly with little to no notice.

Life Enrichment update: The week began with a virtual trip to Scotland, courtesy of our Travel the World series, with several residents talking about their Scottish ancestral roots following the presentation. Later this week, residents recounted their families' immigrant pasts following a YouTube presentation on the Ellis Island Immigrant Museum. We engaged in healthy lifestyle practices through our Gentle Stretch and Fitness Fun programs, as well as a second offering of our Guided Meditation activity. Bingo and the word game Hangman proved popular for many residents who love word games. Pampering was on schedule as many of our ladies indulged themselves with staff-provided manicures. A tasty time was realized as residents cooked up delicious Apple Pie Bites while also previewing the new Letter Scramble word game. And, finally, friendly competition was the order of the day as we debuted our new Women's Chair Bocce team! All in all, a busy and fun-filled week of activities.

Thank you again for your continued support.

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