

NOTRE DAME HEALTH CARE

Renewal, Refreshment, and Healthy Living



March 23, 2021

Dear Families,

We are excited to inform you that the Department of Public Health (DPH) has relaxed some restrictions on visitation, limited group activities and dining for your loved ones in our care. With the recent guidelines issued on March 12, 2021, we have been working hard to develop appropriate procedures to allow us to implement these plans safely and efficiently, following all infection control and COVID-19 protocols. We are looking forward to the formal launch of these new plans on Wednesday, March 24, 2021.

Looking back at the past year, none of us would have believed the events we have all faced and how it has affected us as a community. Despite these challenges, we are thankful for our dedicated staff who have continued to care for our residents with compassion. We have maintained infection control measures throughout the facility and as of the date of this letter have had no COVID positive cases since December 28, 2020. Additionally, we will continue to re-test our staff weekly and bi-weekly based on DPH guidelines issued on 3/12/21. We are hopeful that these measures, together with your cooperation while visiting, will keep our residents and staff free from the virus.

As you know, Notre Dame Health Care participated in the Federal Pharmacy Partnership Program and welcomed a team of vaccinators from CVS Pharmacy to administer the Pfizer COVID-19 vaccine at clinics at our Long Term Care and Rehabilitation Center (LTCC) on 12/30/2020, 1/20/2021 and 2/10/2021. The vaccines were offered to all residents and staff. Currently 98% of our residents and 50% of our LTCC employees have been fully vaccinated.

A vaccine education campaign has been ongoing at LTCC to create awareness and share facts about the vaccine in an effort to increase participation to 75%, a goal that has been established for skilled nursing and assisted living facilities. We fully support this goal and are continuing to provide educational materials and encourage our employees to make informed decisions around their acceptance of the vaccine. In addition to our own outreach within our employee community, we have also installed an icon on all computers across our campus providing access to the Commonwealth's vaccine locator and registration tools. We hope that these measures will aid in our efforts to increase employee participation.

During the upcoming weeks we will all have to adjust to the "new normal" of meeting the challenges with visitation during this pandemic. Changes to visitation guidance is ongoing and we will continue to ask for your patience as will revise policies as needed in the best interest of all.

Although our regulatory agencies have allowed residents of long term care facilities to go out for visits, we are mindful of the frailty of our residents and we ask that you use your best judgment as to what is best for your loved one. We will continue to offer alternative methods for virtual communication between residents and visitors, such as Skype, Face Time, WhatsApp in order to augment in-person visitation.

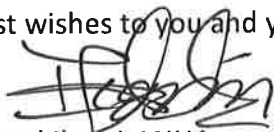
We continue to be available to assist you in telephone and video calls to your loved one and will do so daily between 3:30 pm – 4:30 pm while acknowledging that there have been times, and will still be times, when ensuring a telephone call at a pre-set time may not be possible. Our priority must be given to the care needs of your loved one and all our residents. As a reminder, regardless of whether or not a resident has visitors, the facility will continue to encourage residents time outdoors for fresh air, weather permitting.

Please see recent guidance by the Department of Public Health as noted in the attached letter including the facility's visitation fact sheet. As always, your loved one's safety, and that of all our residents remains paramount in our mind.

We have expanded our Visitation Program from 8am –8pm seven days a week in designated areas including courtyards on each unit, to accommodate visits for no less than 45 minutes. However, the Center Courtyard is currently unavailable for visitation. As a result, our time slots for scheduled visitation of those who need it have been changed to be flexible. Scheduled visits will now be coordinated by the Activities department. Please call our main phone number: 508-852-3011, to reach out to Melissa Standing, Director of Activities for our South and West Wings at ext. 3120; or Sandy Potasky, Director of Activities for our Memory Care Wing at ext. 3135. As always our Social Workers are available as point of contact to answer any questions you may have, Sue LaFrenier at ext. 3309, Judy McCabe at ext. 3126 and Hope Bagley at ext. 3108. It would be appreciated if you could share this with your fellow family members. This information will be available on our website, notredamehealthcare.org.

Compassionate care visits will be accommodated at anytime 7 days a week by reaching out to the Social Service Department. Normal visitation of your loved ones has no impact to your request for compassionate visit.

Our best wishes to you and your family as we welcome back again into the facility.



Emmanuel Ikomi, LNHA
Executive Director / Administrator