



Sept. 21st, 2022

Dear Residents/Families/Responsible parties,

We have learned of 2 staff members who became symptomatic and then tested positive during their shift yesterday; both left immediately. We are completing contact tracing, including impacted residents. We will begin testing today and through next week. Public Health and DHHS are being notified. We will continue to update you with any other positive case findings.

We will be holding our second of 2 required disaster drills on Wed, Sept 28th starting shortly after 1 pm. We will be practicing our 'code yellow,' which for us means a missing resident. We will practice 2 parts; one inside, where staff will work to locate someone hiding, and the second part will be practiced outdoors with law enforcement assistance, including a heat-seeking device to locate someone hiding outdoors. We don't anticipate any impact on visitors; however, you will hear overhead paging as a component of our procedure.

We are seeking a new hairdresser, and we realize our pricing is in need of an overall increase. Please expect rate increases to take effect in 30 days. If you have questions, please reach out to your social worker.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposure. We appreciate everyone's help in minimizing the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Sept. 17th, 2022

Dear Residents/Families/Responsible parties,

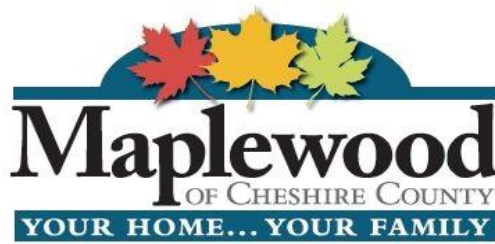
We have learned of a non direct care staff member who tested positive and last worked on 9/16/2022. This clinical worker is fully vaccinated. We have completed contact tracing and are testing accordingly. Public Health and DHHS are being notified. We will continue to update you with any other positive case findings.

Our booster clinic is scheduled for Oct 13th. CDC has just approved of the new vaccine formulations from Pfizer and Moderna. These boosters are expected to protect against the original plus the 2 more recent variants. We have just received the paperwork for consent and will reach out to you in the coming weeks to discuss this option. In following CDC guidance, we still have to isolate and place residents on droplet precautions whenever they are not 'up to date' with their vaccinations after any exposures, so this is always something to keep in mind as each decides what is best for themselves or their resident.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Sept. 9th, 2022

Dear Residents/Families/Responsible parties,

We have learned of a two staff workers who have tested positive. We have completed contact tracing and are testing accordingly. Public Health and DHHS are being notified. We will continue to update you with any other positive case findings.

Our booster clinic is scheduled for Oct 13th. CDC has just approved of the new vaccine formulations from Pfizer and Moderna. These boosters are expected to protect against the original plus the 2 more recent variants. We have just received the paperwork for consent and will reach out to you in the coming weeks to discuss this option. In following CDC guidance, we still have to isolate and place residents on droplet precautions whenever they are not 'up to date' with their vaccinations after any exposures, so this is always something to keep in mind as each decides what is best for themselves or their resident.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Sept. 7th, 2022

Dear Residents/Families/Responsible parties,

We have learned of a clinical worker who tested positive and last worked on 9/6/2022. This clinical worker is fully vaccinated. We have completed contact tracing and are testing accordingly. Public Health and DHHS are being notified. We will continue to update you with any other positive case findings.

Our booster clinic is scheduled for Oct 13th. CDC has just approved of the new vaccine formulations from Pfizer and Moderna. These boosters are expected to protect against the original plus the 2 more recent variants. We have just received the paperwork for consent and will reach out to you in the coming weeks to discuss this option. In following CDC guidance, we still have to isolate and place residents on droplet precautions whenever they are not 'up to date' with their vaccinations after any exposures, so this is always something to keep in mind as each decides what is best for themselves or their resident.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Sept 2nd, 2022

Dear Residents/Families/Responsible parties,

We have learned of a clinical worker who was in our building last night (symptom-free) and tested positive today. We have completed contact tracing and are testing accordingly. Public Health and DHHS are being notified. We will continue to update you with any other positive case findings.

Our booster clinic is scheduled for Oct 13th. CDC has just approved of the new vaccine formulations from Pfizer and Moderna. These boosters are expected to protect against the original plus the 2 more recent variants. We have just received the paperwork for consent and will reach out to you in the coming weeks to discuss this option. In following CDC guidance, we still have to isolate and place residents on droplet precautions whenever they are not 'up to date' with their vaccinations after any exposures, so this is always something to keep in mind as each decides what is best for themselves or their resident.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Aug 26th, 2022

Dear Residents/Families/Responsible parties,

We have learned of a clinical worker who was in our building for a partial shift Tuesday, and alerted us yesterday that they tested positive for COVID. We also learned of a clinical worker who last worked 8/23 and tested positive from a home test last evening. They were both symptom free while they were in the building. We have completed contact tracing and are testing accordingly. Public Health and DHHS have been notified. We will continue to update you with any other positive case findings.

We have scheduled our next booster clinic day for staff and residents in mid-October. Residents will be able to receive both the flu vaccine and COVID booster on the same day. Flu shot consents have already been sent out to residents/families, and soon we will reach out to request COVID booster consents. We've been following the latest on the booster formulation and it appears that this one will cover and give more protection against the newer variants.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Aug 17th, 2022

Dear Residents/Families/Responsible parties,

We have learned of a new clinical worker who has tested positive and who last worked 8/16. They were symptom free during their shift. We are working on the contact tracing list and will test all residents and staff impacted as per usual. Public Health and DHHS have been notified. We will continue to update you with any other positive case findings.

Our laundry is receiving a high number of unlabeled clothes recently. Please bring clothing to our reception; ensure it's clear who the clothing will belong to, and we will press-label it before sending it up to the resident. Most markers don't survive the laundering process, and that is why we press labels onto clothing to ensure they will return to the correct resident. We process upwards of 600,000 lbs of laundry each year, and we need everyone to assist in ensuring personal items are well marked.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Aug 6th, 2022

Dear Residents/Families/Responsible parties,

A clinical worker has alerted us to a positive home test for COVID-19. They were symptom-free during their shift 8/5, but noted symptoms starting shortly after they returned to their home. We are working on the contact tracing list and will test all residents and staff impacted as per usual. We will alert Public Health and the DHHS. We will continue to update you with any other positive case findings.

A reminder about the sequence for putting on and off your mask. When you arrive at Maplewood, the temperature kiosk and visitor sign-in are immediately to your right. As you move towards the inner door, please take a pump of hand sanitizer and cover all aspects of your hands, fingers, and thumb rubbing for 20 seconds similarly to how you would wash using soap/water. Then take a clean mask and apply it with the darker side out, secure the loops around your ears, pinch at the nose piece for a tight fit, and pull to cover below your chin. Once your mask is on, avoid touching the outside of the mask material (if you do, please use hand sanitizer before touching other objects). To remove your mask, grab it by the loops, and remove and discard it as you leave the building. Take another pump of hand sanitizer at this point too.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Aug 3rd, 2022

Dear Residents/Families/Responsible parties,

A non-clinical worker has alerted us to a positive home test for COVID-19. They last worked 8/2, and woke up this morning with symptoms. We are working on contact tracing for testing, but no residents are impacted. We have alerted Public Health and DHHS. We will test as required and update you with any positive cases.

Please join us in congratulating Stephanie Sullivan, our nurse manager for the TLC and the 4th open unit, as she embarks on a new career path at Dartmouth Hitchcock Keene Clinic. Her last day will be Aug 11th. Lisa Chamberlain, RN, is already training to step into this position. Lisa has worked at Maplewood for many years, first as an LNA, then a floor nurse, and in the past few years she has been working in employee health and quality improvement. She will take over Stephanie's phone number (603-399-7337) and her email is lchamberlain@co.cheshire.nh.us

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



July 20th, 2022

Dear Residents/Families/Responsible parties,

We have had no positive cases to report in residents or staff since our last correspondence. We continue to follow current CDC and CMS rules, including twice-per-week testing for staff who don't meet the ever-changing "up to date" criteria for vaccination. Any staff with even minor symptoms associated with COVID must test negative twice before returning to work, and any staff having household exposures is tested prior to every shift worked for the prescribed time period.

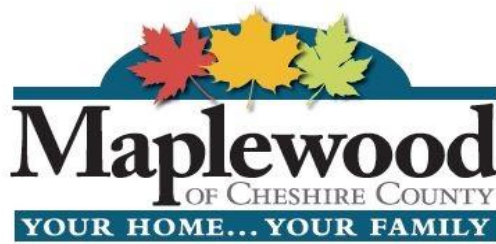
I'm including a hand-out to inform visitors who bring in food about requirements due to our heavily regulated industry. In general, prepared food brought in for a resident can remain in our resident fridge for up to 3 days with proper labels (resident name, date brought in, what the item is), and then it must be discarded. If you intend to bring in products such as jars of mayo, jams and so-on, please bring in the smallest possible. Each item has a much shorter fridge life in a nursing home due to regulations. It's a shame when we have to discard a product that was not consumed before the time frame allowable.

Any unlabeled food found in our resident fridges must be discarded. You can help by picking up a sticker/label from the receptionist and helping us by filling it out just in case there are leftovers. We would gladly give you several labels to take with you so that anything you bring in is already labeled and helps maintain our internal system. We can't track and return your containers, so please only leave food in disposable containers.

We continue to request that you call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



July 6th, 2022

Dear Residents/Families/Responsible parties,

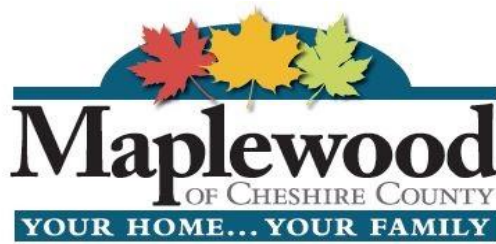
Last evening one of our workers was informed of a positive household contact. We immediately had them leave the floor and performed a rapid test; despite having no symptoms, the test was positive. We are identifying resident and staff contacts and will be testing all those impacted. PH and DHHS are aware. We will update you with any new cases we find.

If you've been at social gatherings over the long w/e in close proximity to others (particularly indoors without a mask), now would be a good time to use a home test prior to your visit to ensure you are not an asymptomatic positive carrier.

We continue to appreciate those of you who call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



June 30th, 2022

Dear Residents/Families/Responsible parties,

We learned of a direct care staff member who last worked on 6/27 and tested positive on 6/29. We are identifying resident and staff contacts and will be testing all those impacted. PH and DHHS are aware. We will update you with any new cases we find.

We're certainly becoming more aware of increasing incidents of staff learning of potential exposures in addition to the recent cases we've reported. The CDC sites place Cheshire in the 'green' category for the general public (meaning masking could be optional indoors); we may be seeing an early indication of another rise in local cases. If you know you plan to visit your loved ones, choosing masks indoors at this time in the days leading up to your visit would help decrease the risk of bringing this virus in.

We continue to appreciate those of you who call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off-campus and have learned of exposures. We appreciate everyone's help in minimizing the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



June 27th, 2022

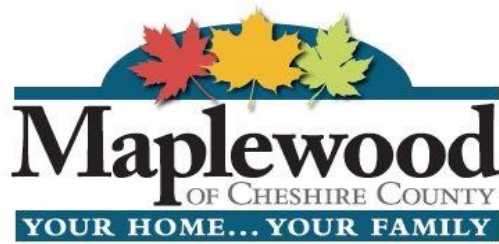
Dear Residents/Families/Responsible parties,

Another direct care staff member called to alert us to a positive home test yesterday after exposure to a household contact. They last worked Friday. We are already testing impacted staff and residents from that particular unit, and will continue with this same plan. We have alerted Public Health, DHHS and as always we will update you with any new cases we find.

We continue to appreciate those of you who call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



June 24th, 2022

Dear Residents/Families/Responsible parties,

A direct care staff member called to alert us to a positive test when they returned home from their shift yesterday. We will be completing response testing on all impacted residents and staff that had contact with our staff members. We have alerted Public Health and DHHS and as always, we will update you with any new cases we find.

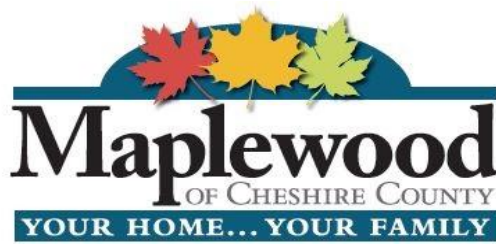
The ongoing use of masks and goggles for our staff is certainly tiresome, and I want to thank our families and visitors for adhering to the masking requirement inside Maplewood. It can seem in our community that many folks are no longer masking, however, the rules we must follow in nursing homes are very strict and we risk serious penalties if even visitors were found walking our hallways without medical masks on. I am so thankful to all of our visitors who comply with the same masking requirements our staff is held to.

We really appreciate that you help to communicate the information we share with you with others in your family or friendship circle that visits here at MNH. The more we all know, the better we can stay informed and help protect our residents, staff, and all who visit Maplewood.

We continue to appreciate those of you who call and alert us about COVID-19 signs/symptoms and/or a positive test within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off-campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



June 16th, 2022

Dear Residents/Families/Responsible parties,

There have been no positive residents to alert you to since my last correspondence. We have been made aware of individuals including visitors who have tested positive within a couple of days of a visit.

I want to take a moment to thank those of you who have done 'the right thing' by alerting us to learning of being positive for covid. This truly helps us to put measures in place that help mitigate and safeguard all who live and work, as well as visit Maplewood. Please continue to alert us as you have been.

A reminder that our rooms can accommodate up to 2 visitors in a double, and 4 in a single room. If you know there will be more visitors than this, we request you call ahead so that we can make appropriate accommodations. The transmission rate continues to remain in the 'high' category according to the CDC guidance that healthcare facilities have to follow. It is for this reason that I encourage visitors to keep their masks on while inside the building at all times, and if you wish to eat with your loved one, please take advantage of our outdoor spaces where the risk of being unmasked is much less for all present.

Please continue to alert us about your covid illness within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



June 6th, 2022

Dear Residents/Families/Responsible parties,

We have a non-clinical worker who last worked Friday and called to let us know they tested positive at home for COVID today. This worker had no resident contact, so we will focus testing on just a few staff. We will continue to update you with positive test results.

The final bit of work on our older elevators was completed today. It was noted however, that the "arrow up" lights did not illuminate (you'd notice this if standing on our first floor waiting for the passenger elevator). A replacement set is on order. As you enter, the new elevator to the right of reception is the direct option to the TLC unit, but also can get you to 2nd floor. The older main elevators that are to the left of the reception are the ones that go directly to the nursing stations for second and 4th floors. The service elevator is now only accessible for staff using our key cards, and this will enable our food service or other service items to be separated out from our passenger elevator now.

Today was our booster/vaccine clinic; all residents who wished for this booster and many staff rolled up sleeves today.

Please let us know when you are ill within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 27th, 2022

Dear Residents/Families/Responsible parties,

We have a non-clinical worker who last worked Tuesday, and called to let us know they tested positive at home for COVID today. This worker had no resident contact, so we will focus response testing on impacted staff. We have alerted PH and DHHS. We will continue to update you with positive test results.

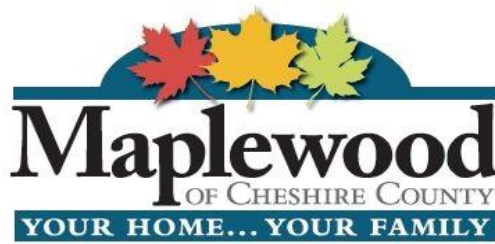
Hand hygiene process reminder:

- ❖ If using alcohol based product which is really good when your hands are not visibly soiled, nor have you just used the toilet:
Take a full pump amount, rub your hands around to get the top and bottom surfaces, in between fingers and around the thumbs – imagine you are wearing gloves and ensure you get all surfaces of the gloves including under the nails. You should rub for at least 20 seconds or the time it takes to sing “happy birthday” twice
- If using soap water – which is the appropriate choice for visibly soiled hands and after toileting:
Turn on the faucet, wet your hands, get the soap and rub your hands around to get the top and bottom surfaces, in between fingers and around the thumbs – imagine you are wearing gloves and ensure you get all surfaces of the gloves including under the nails. You should rub for at least 20 seconds or the time it takes to sing “happy birthday” twice. Rinse with your fingers pointing downwards, and get a fresh towel to dry your hands and *then* turn off the faucet

Please let us know when you are ill within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone’s help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 26th, 2022

Dear Residents/Families/Responsible parties,

We have a non-clinical worker who tested negative by PCR on Monday, however, noted allergy-like symptoms during their shift last evening, and was found to be POC positive. We are completing contact tracing and will be going back into response testing for any identified residents and staff. We have alerted PH and DHHS. We will continue to update you with positive test results.

The Keene Sentinel had an article this week noting Cheshire Medical's report of a climbing COVID-19 positivity rate recently. It's a good idea to choose masks when indoors in large gatherings to limit possible exposure and help avoid bringing this virus into MNH. We also continue to advise visitors to keep masks on at all times inside the building and choose to eat outdoors with your loved ones where unmasking is safer. Please disinfect your hands frequently, particularly after adjusting your mask.

We are excited to have our patio completely open. At times you may see a group of people for a scheduled family gathering. We hope very much that there is plenty of room for many to enjoy the outdoor space and still maintain 6 feet between groups.

Visitation reminders:

- Mask on and over mouth/nose inside of MNH
- Go directly to the resident's room; can take out to patio (directly there/back)
- Use hand sanitizer after you touch 'high touch' surfaces (ie. elevator buttons)
- 6 feet from all other residents and staff (6 feet is further than you think)
- Eating outdoors with your loved one is the safest choice

Please let us know when you are ill within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off-campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 25th, 2022

Dear Residents/Families/Responsible parties,

We have no COVID-19 cases to report to either residents or staff since our last correspondence. We will continue to update you with positive test results as we have for over 2 years now.

We are putting out colorful educational hand-outs beside our sign-in desk (one color per week x 6 weeks). We encourage visitors to pick one of each color up and keep informed in an effort to mitigate the impact this virus has on our operations.

We appreciate your support to MNH throughout our construction; in particular during really impactful moments such as the recent work on our parking lots. This week we have had the roofers back to make small adjustments. We still have the pillars to complete at the ALF entrance, but as is the case with much around the world; we are awaiting shipment of the capstones.....then we get that project completed.

You likely know who your social worker is, but as a reminder; Teresa Walsh works with the TLC unit, Jolene Longtin works on the 4th open unit, and Pam Marsh and Lucy Stowell work on the 2nd-floor unit.

Visitation reminders:

- Mask on and over mouth/nose inside of MNH
- Go directly to the resident's room; can take out to the patio (directly there/back)
- Use hand sanitizer after you touch 'high touch' surfaces (i.e. elevator buttons)
- 6 feet from all other residents and staff (6 feet is further than you think)
- Eating outdoors with your loved one is the safest choice

Please let us know when you are ill within a few days of a visit; this enables us to focus on additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off-campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp

—Maplewood Nursing Home Administrator—



May 18th, 2022

Dear Residents/Families/Responsible parties,

We have 2 non-clinical workers who have tested positive since our last correspondence. We have about half of our PCR tests returned as of this letter and all so far are negative. We continue to update Public Health, DHHS and follow testing requirements. We will update you with positive test results.

Please continue to share information you learn from these letters with your whole family and others you know who visit you/your loved one. The more we can inform visitors of safest practices, the more we can protect all of the residents who live here as well as the staff working here and any visitors who enter Maplewood.

Visitation reminders:

- Mask on and over mouth/nose inside of MNH
- Go directly to the resident's room; can take out to patio (directly there/back)
- Use hand sanitizer after you touch 'high touch' surfaces (ie. elevator buttons)
- 6 feet from all other residents and staff (6 feet is further than you think)

We're sorry, but we still can't support you eating with your loved one in our dining rooms, nor attend the activity programs. Eating at any point is very high risk, and if you must do so, it's safest to be outdoors when you unmask/eat.

We will be having our front parking lot repainted (parking lines) this Friday. Parking may be limited for visitors, so it may be another day to avoid if possible. We are asking staff to park out back, and overflow parking is along the driveway. This is expected to be completed by 3pm Friday.

Please let us know when you are ill within a few days of a visit; this enables us to focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 16th, 2022

Dear Residents/Families/Responsible parties,

We have 2 workers who have tested positive since our last correspondence. Neither has worked recently and one doesn't have contact with residents. We continue to update Public Health, DHHS and will continue to update you with positive test results. We continue testing multiple times each week at this point.

Visitation reminders:

- Mask on and over mouth/nose inside of MNH
- Go directly to the resident's room; can take out to patio (directly there/back)
- Use hand sanitizer after you touch 'high touch' surfaces (ie. elevator buttons)
- 6 feet from all other residents and staff (6 feet is further than you think)

We're sorry, but we still can't support you eating with your loved one in our dining rooms, nor attend the activity programs. Eating at any point is very high risk, and if you must do so, it's safest to be outdoors when you unmask/eat.

Analyzing data and trends from our home, but also from other facilities; the new trend for outbreaks is now including visitors bringing in the virus to their loved one, who can then spread it within the facility as we try to return to congregate dining. We appreciate the vaccine uptake in our residents at Maplewood, and highly encourage you to get the next booster as well to minimize the risk of disease severity within our Maplewood family.

It would be surprising to me if any of you haven't heard of someone currently ill, or recently ill with this virus due to its high prevalence currently. By letting us know when you are ill within a few days of a visit, we can focus additional screening and testing for your loved one to help prevent further outbreaks. Please inform us if you become ill within 2 days of your visit, or if you have taken a resident off campus and have learned of exposures. We appreciate everyone's help to minimize the impact of this virus.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 13th, 2022

Dear Residents/Families/Responsible parties,

We have a worker who had not worked in several days, but began their shift 5/12 and soon noted symptoms; they tested positive and left before going near any resident. We continue to update Public Health, DHHS and will continue to update you with positive test results. We continue testing multiple times each week at this point.

Our social work team will begin working on obtaining consent for the booster vaccination; our clinic is scheduled for Monday June 6th. We are grateful to have all our residents vaccinated and nearly all boosted with the first booster. This is likely a large reason for our residents having navigated the recent outbreak with milder cases and a return to their baseline at this point.

Tape on the walls; we're noting that use of tape on walls in various locations including our resident rooms, is pulling off our paint. We are going to try some small cork boards in select resident rooms where we've noted tape as an alternative to prevent wall damage. Please help us and avoid taping things to our walls as we trial various options.

In watching local virus metrics, local hospitalizations have been going up now, and while CDC's general guidance may place masking as encouraged for those with immunocompromised health, please consider taking more precautions in the coming weeks when you are out in the community because you could be bringing this virus in as you visit. We would encourage you to keep your masks on at all times even inside the resident rooms, and if you really want to share a meal while visiting, please take your loved one outside to our back patio as that is the safest place to unmask.

Please alert us if after a visit you become ill within 2 days, or if you have taken a resident on an outing and have learned of exposures, please let us know that as well.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 11th, 2022

Dear Residents/Families/Responsible parties,

We have a direct care staff who last worked 5/9, alerted us to a home test 5/10 which was positive. The PCR tests we took Monday returned today and a new resident positive was identified; they will move to the covid unit. We continue to update Public Health, DHHS and will continue to update you with positive test results.

Regarding any food brought in; if for staff, please only bring in single service items. Any food left for residents MUST be dated, have the residents name on it, and what the item is. Due to federal regulations, anything in a fridge beyond 3 days of the date as well as any item unlabeled must be discarded. We are not able to manage and return your containers, so please understand the container you leave will be discarded.

We have a company paving our back parking lot, as well as most of the road up our hill starting tomorrow (Thursday). Please expect delays and large equipment in the road. We will need to have our staff park in the front lot, so we may not have sufficient parking for everyone. It may be a good day to avoid a visit if able.

A reminder about visitation; M-F our receptionist is present 7:30-5:30 (most days 6pm), and S/S 8:00-4:00. We are beginning to focus on our process for visitation after those hours. We need to ensure visitors are properly completing the paperwork and signing in. We may not be able to assist to let you in as timely as you would like as we need to prioritize resident care, so please be patient, or better yet, work with social workers to schedule a time so that we can expect you.

Please alert us if after a visit you become ill within 2 days, or if you have taken a resident on an outing and have learned of exposures, please let us know that as well.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 9th, 2022

Dear Residents/Families/Responsible parties,

The remainder of last week's PCR's returned negative for all residents and staff. Since the last correspondence, we have found a staff person who last worked 5/7 (their scheduled POC test was negative just prior to this shift) and then had a positive POC for COVID on 5/8. Per our ongoing plan, we are testing all impacted staff and residents with PCR tests today. We continue to update Public Health, DHHS and will continue to update you with positive test results.

We had the highest number of residents visited and/or taken for an outing yesterday (Mother's day) since the pandemic began. It's a nice sign that we are living our lives with the inclusion of real human connection. Local transmission levels have been rising over the past few weeks. Please help us by alerting us to any illness within 2 days of your visit or outing so that we can contain any new cases and control the spread as much as possible.

The next booster clinic for residents/staff is Monday June 6th. Dr. Keene is recommending residents take the Moderna formulation for this booster. If you have questions about this upcoming booster dose, you may call the nurse manager or let your social worker know and we can have someone reach out to you. In the weeks leading up, we will be reaching out to ask if you wish to consent to this next booster.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



May 4th, 2022

Dear Residents/Families/Responsible parties,

Since the last correspondence, we have found an additional staff person who last worked 5/2 and who has alerted us to a positive test this morning, and another staff reported a positive test yesterday, but they have not worked since April 21st. The PCR tests taken Monday are returning, and one additional resident has been found positive. We are awaiting just a few more tests. As always, we update Public Health, and DHHS and follow all their guidance. We would alert any resident/family immediately of a positive test, but it may make the most sense for me to include any new findings from the remaining PCR tests on my next planned update on 5/6. No news would mean no additional cases found.

As local cases are on the uptick, I'll remind everyone about a mantra we've used since early on "imagine you have the virus, because you don't know that you don't". As you visit, be as cautious as you can. Imagine moments after you leave your visit, you learn you are positive – what would you have done differently to decrease the risk of transmission to your loved one? Did you wear your mask fitting well over your nose/mouth the whole time? Did you minimize what you touched in the room? Did you keep 6 feet away from any other residents and all staff? A good reminder to us all is that a negative test (while not always 100% accurate) is only a reflection of what happened in the past. You could have been exposed and are still incubating the virus, and test positive even the next day.

Leanne Finnell, our second-floor nurse manager is retiring from her full-time management position this Friday. She will stay on and occasionally pick up nursing shifts; she plans to do some traveling and we wish her well in her new endeavors. Lisa Clouet will now oversee all of the residents on the second-floor unit, while Stephanie Sullivan will now oversee all of the residents on the TLC and fourth open units.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
—Maplewood Nursing Home Administrator—

201 River Road, Westmoreland, NH 03467 • P (603) 399-4912 • F (603) 399-7005 • TTY 1-800-735-2964 •
www.co.cheshire.nh.us



May 2nd, 2022

Dear Residents/Families/Responsible parties,

Since the last correspondence, we have found 2 additional positive residents (one yesterday and one this morning) and 2 additional positive clinical staff that last worked 4/29 and tested positive yesterday and today. We are testing all impacted residents and staff with PCR tests today. We continue to use POC tests with any symptomatic resident in between times as well. We will continue to work with Public Health and DHHS, and will continue to update you every couple of days with updated cases.

A reminder to please let us know when you are planning to visit on the COVID unit so that we can ensure you have goggles and the appropriate mask as you enter the elevator, our receptionist can call to the unit and then staff on the unit will assist with the rest of the PPE once you arrive.

In addition to wearing medical masks at all times while inside of Maplewood, please remember to disinfect your hands frequently; as you enter, after you touch objects such as the elevator button and other high touch surfaces, always after toileting, and as you leave. Please disinfect your hands if you ever touch the front of your mask – it is considered contaminated, so best to avoid touching it anywhere other than the ear loops. It's always a safe idea to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Ensure your mask fits well by pinching the metal band over your nose and extend the mask to under your chin.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



April 29th, 2022

Dear Residents/Families/Responsible parties,

Since the last correspondence, we have found 2 clinical staff that last worked Monday, and tested positive for COVID-19 yesterday (Thursday), but no new residents at this time. We are testing multiple times throughout the week as well as with any new symptoms. We will continue to work with Public Health and DHHS, and will continue to update you every couple of days with updated cases.

Please let us know when you are planning to visit on the COVID unit so that we can ensure you have goggles and the appropriate mask as you enter the elevator, and then staff will assist with the rest of the PPE once you arrive to the unit.

In addition to wearing medical masks at all times while inside of Maplewood, please remember to disinfect your hands frequently; as you enter, after you touch objects such as the elevator button and other high touch surfaces, always after toileting, and as you leave. Please disinfect your hands if you ever touch the front of your mask – it is considered contaminated, so best to avoid touching it anywhere other than the ear loops. It's always a safe idea to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Ensure your mask fits well by pinching the metal band over your nose and extend the mask to under your chin.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



April 27th, 2022

Dear Residents/Families/Responsible parties,

We have identified 2 resident units with multiple residents now having tested positive. As we learn of their positive tests, we alert the resident/family/responsible party and then move them to our COVID-19 wing on third floor. In keeping with Public Health guidance, we continue with all staff/resident testing and will continue to update you with new findings. Given the nature of this virus, we anticipate finding more cases in the coming days.

We have booked a booster clinic to be held at Maplewood on Monday June 6th (6 weeks away) and soon we will begin the process of asking you if you would like to receive the booster. Dr. Keene, our medical director, has advised we use the Moderna formulation this time due to studies that have determined both the benefits of that formulation in addition to 'mixing/matching' formulations. The timing will be in good alignment with a fall booster *if* the CDC decides another is recommended at that time.

We have ample PPE and staff who are working in the COVID unit wear N-95 masks, goggles/face shields, gowns and gloves for all care. Visits in the unit may occur as long as applicable PPE is worn and the risks involved are understood. Please call ahead.

In addition to wearing medical masks at all times while inside of Maplewood, please remember to disinfect your hands frequently; as you enter, after you touch objects such as the elevator button and other high touch surfaces, always after toileting, and as you leave. Please disinfect your hands if you ever touch the front of your mask – it is considered contaminated, so best to avoid touching it anywhere other than the ear loops. It's always a safe idea to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Ensure your mask fits well by pinching the metal band over your nose and extend the mask to under your chin.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

—Kathryn Kindopp

Maplewood Nursing Home Administrator (603) 399-4912 • F (603) 399-7005 • TTY 1-800-735-2964 •
www.co.cheshire.nh.us



April 25th, 2022

Dear Residents/Families/Responsible parties,

In our monitoring and testing of residents since our correspondence on 4/22, we have found 3 residents who have tested positive yesterday and they have since been moved to our COVID-19 wing on third floor. We are testing all residents on the impacted unit today with the PCR tests (as well as staff) and will continue to keep you updated. As always, we work with Public Health and DHHS on timing and type of resident and staff testing, and will continue to keep you updated.

As previously mentioned, we have been studying the scheduling of the new booster, and it is becoming the recommendation of many public health and other agencies who oversee long term care, that this newest booster is recommended for our population. There is an anticipated fall surge, however, we also understand that at least one of the companies currently approved for vaccination, Moderna, is studying and developing an updated formulation. We will work to schedule a booster clinic soon, and then monitor for the newest developments in the fall regarding any vaccinations that may be available for our residents.

Thank-you for wearing a mask at all times during your visit. We truly encourage you to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Always ensure your mask covers over your nose (please pinch the metal band so it fits tightly over your nose) and under your chin at all times inside Maplewood.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



April 16th, 2022 -#2

Dear Residents/Families/Responsible parties,

We have learned of another positive test in a direct care worker that last worked on Friday. This worker tested negative before starting work but tested today and the results came back positive. Due to ongoing local high transmission rates in accordance with the specific CDC data we must follow, we continue staff surveillance testing twice a week. Any staff or residents having exposures or symptoms are tested. We will report any positive findings to you.

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting, and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,



Kathryn Kindopp
Maplewood Nursing Home Administrator



Apr 16th, 2022

Dear Residents/Families/Responsible parties,

We have no residents to report for COVID-19. We do have a direct care worker who learned of a new positive test. The last day of work was Friday-this worker had no symptoms. All residents the staff member worked with have tested negative and will be tested again on Monday. We monitor community transmission rates and do staff surveillance tests accordingly. Currently, it's twice per week, but our local data on transmission rates went down this week, and if it remains lower next week, we would reduce testing to once weekly. Any staff or residents having exposures or symptoms are tested. We will report any positive findings to you.

As we study the opportunity for the next booster, we have decided to monitor local transmission rates over the next month. We would want to plan for optimal timing for another booster clinic, and current data is not giving us a clear picture just yet. We will keep you updated with decisions made and any recommendations for additional boosters for your loved ones.

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Apr 7th, 2022

Dear Residents/Families/Responsible parties,

We have no residents to report for COVID-19. We do have a non-clinical worker who learned of a positive test (due to a pre-medical procedure test) while at work yesterday – this worker had no symptoms, no resident contact, and left immediately. We have another worker who has not been here in a week who had a household contact and has tested positive. No specific testing in residents is indicated, and we are contact tracing to determine if any additional staff testing will be required. We monitor community transmission rates and do staff surveillance tests accordingly. Currently, it's twice per week, but our local data on transmission rates went down this week, and if it remains lower next week, we would reduce testing to once weekly. Any staff or residents having exposures or symptoms are tested. We will report any positive findings to you.

As we study the opportunity for the next booster, we have decided to monitor local transmission rates over the next month. We would want to plan for optimal timing for another booster clinic, and current data is not giving us a clear picture just yet. We will keep you updated with decisions made and any recommendations for additional boosters for your loved ones.

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting, and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Apr 5th, 2022

Dear Residents/Families/Responsible parties,

We have learned of a positive test in a non-clinical staff that worked yesterday, but had no resident contact. We have contact traced for applicable staff and they will be undergoing additional testing. Due to ongoing local high transmission rates in accordance to the specific CDC data we must follow, we continue staff surveillance testing twice a week. Any staff or residents having exposures or symptoms are tested. We will report any positive findings to you.

We have begun a careful approach to allowing some eating with your loved one during a visit. In short, a resident in a private room may have up to 4 visitors, and we would ask that you close the door if you intend to remove your masks and eat during your visit. If you want to eat during a visit to a resident who shares a room, we ask that you work with our social workers to plan ahead so that we can find a safe place for you to unmask and eat that is NOT in the shared resident room. Please continue to ensure you always keep 6 feet from staff and any other resident (with your mask on) when you are inside the building.

We are carefully reviewing the latest information about the second booster shot and its indications and in particular optimal timing of administration. We continue to study this matter with Dr. Keene, our Medical Director. We will inform you of any plans once determined.

Medicare has just announced that it is covering over-the-counter COVID-19 tests free to beneficiaries. Participating pharmacies will be able to allow Medicare beneficiaries to receive tests at no cost, in addition to the two sets of four free at-home COVID-19 tests Americans can continue to order from [covidtests.gov](https://www.covidtests.gov).

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Mar 31st, 2022

Dear Residents/Families/Responsible parties,

We have no cases in residents to report since our last correspondence. We have had 2 staff with household exposures, each of whom had not been at work for about a week and ended up testing positive. They had no contact with any residents or staff in the time period of concern. We are also seeing an uptick of staff reporting signs/symptoms of a cold, but test negative. Some seem to be experiencing an old fashioned cold, and some may be seasonal allergies. We restrict any staff with concerning symptoms from work until we get at least 2 negative tests taken at least 24 hours apart. We continue staff surveillance testing twice a week based on community transmission levels. Any staff or residents having exposures or symptoms are tested. We will report any positive findings to you.

We continue to follow the Centers for Medicare and Medicaid (CMS) rules relative to infection prevention and visitation. In keeping with this, our single resident rooms can accommodate up to 4 visitors at a time, whereas the rooms with 2 residents can really only accommodate 2 visitors at a time. If you know you will have more visitors than that, please call ahead to your social worker so that we can schedule your visit in a larger room.

Spring will be just around the corner, and this is a good time to come and help go through your loved ones' belongings to help with spring cleaning in their drawers and closets. Keeping our rooms free of clutter and organized is always a goal, and any help you may be able to provide is greatly appreciated.

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Mar 24th, 2022

Dear Residents/Families/Responsible parties,

We have no cases in residents or staff to report to you since our last correspondence. We continue staff surveillance testing twice a week based on community transmission levels. Any staff or residents having exposures or symptoms are tested. We will report any positive findings to you.

I want to take this opportunity to talk about decorations around the facility. There are numerous rules we must follow, most of which are based in life-safety or fire prevention regulations. Resident rooms can't have multi-outlet plug adaptors or generic extension cords. There are also rules about how much of any wall can be covered in anything flammable (such as posters, quilts or flammable decorations). Nothing can be hung from our ceiling tiles, sprinklers or smoke detectors. Decorations are best when they are flame resistant and non-breakable. We are not permitted to hang live greens, nor have anything with a flame such as real candles. Battery operated decorations are encouraged when possible. Anything electrical must be checked by our in-house electrician.

We're also rewriting our policy on food brought in by family/visitors to better meet the federal regulation. In short, the item should be in a disposable single use container, must have the resident's name on it, the date it was made and what the item is (must be used or discarded within 3 days). It should be brought to the nursing station for nursing to ensure it is not in conflict with the resident's prescribed diet (ie. allergies or special needs diets) and so that we are aware it has been brought in. Any food from outside is not permitted in our commercial fridges. It is for this reason that we now have mini fridges in each of the resident dining rooms. You can always request the full written policy if you would like to know more of the details.

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Mar 17th, 2022

Dear Residents/Families/Responsible parties,

We have a non-clinical staff person (who had a household contact) test positive, and another clinical staff who had conflicting tests this week and is asymptomatic; regardless, we will treat the positive test as being accurate. We've identified any residents and staff who had close contact with the positive cases. We will begin testing today, followed by more testing next week. We continue staff surveillance testing twice a week based on community transmission levels. Any staff or residents having exposures or symptoms will be tested. We will report any positive findings to you.

We're looking forward to the consistent days of nicer weather so that we can begin to clean up our outdoor spaces and once again have those available for visiting in a few weeks. At this point, any visitors must continue to be screened, have their temperature taken, and must wear a medical mask inside of Maplewood. Visitors should continue to keep 6 feet apart from staff and residents other than the one they are visiting. Visiting should be in the resident room; please call ahead if you have more than just a couple of visitors planned so that we can arrange for a larger room in keeping with CDC guidelines for infection prevention.

Hand hygiene will forever be a focus in healthcare; upon entry you should use the alcohol based hand sanitizer, after you touch high touch surfaces, as well as when you leave and remove your mask. After toileting, using soap and water is the best choice for hand hygiene, though if you are at a venue with only alcohol based sanitation, it's better than nothing. A highly contagious illness that gives you diarrhea (called C-Diff) often starts with use of antibiotics. The spores aren't killed by the alcohol based hand rubs, and this is why good old soap, water and vigorous hand rubbing x 20 seconds is the best for hand hygiene after toileting.

A reminder that you should not visit if you have signs of a cold; often COVID-19 begins this way. You should also delay visiting if you have symptoms such as nausea, vomiting and diarrhea. Don't visit for 14 days if you've been diagnosed with or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Mar 10th, 2022

Dear Residents/Families/Responsible parties,

All test results since our last correspondence have been negative in both residents and staff. We continue staff surveillance testing twice a week based on community transmission levels. Any staff or residents having exposures or symptoms will be tested. We will report any positive findings to you.

We have really appreciated the help from our National Guards people these past few weeks. The last day for their help with screening and testing will be 3/13. The other 2 who have been assisting in our kitchen will complete their service to us on 3/15. We are honoring them today with some gifts, cards and a camouflage decorated cake.

In the coming weeks, there will be some work done on the outside of our building. Our Assisted Living entryway will have a facelift, followed by our facilities building. That building, which is around the back, is currently red, but it will be painted and have siding applied to match our other buildings. We continue to appreciate your patience during the extensive work to our original 2 elevators. I don't yet have a projected completion date, but we will all be happy when they are returned back into service and have new interior finishes!

I've mentioned that CDC has 2 sets of guidelines that are routinely updated. One is for the general public and is based on metrics including hospital bed availability. The other is for health care facilities and is much stricter – this metric impacts PPE (personal protective equipment) requirements as well as the testing frequency for our staff. Our county has been in the highest category for many months now. We did go down one level for 3 days early in the week, but in the past 2 days, it has once again ascended to the highest category. It is confusing and frustrating to our staff to see that the general public metric is not indicating the need for indoor masking, whereas, the metric we must follow, continues to have us in the highest levels requiring significant PPE and additional testing.

Regardless of the CDC guidance for the general public, at this point, all visitors must continue to wear masks inside of Maplewood, and nobody should visit if they have tested positive for COVID-19 within the last 14 days or had close contact with someone sick with COVID-19. Continue to report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Mar 3rd, 2022

Dear Residents/Families/Responsible parties,

We began additional staff testing this week as required by CDC and have found a positive case in a direct care worker and a non-clinical worker. Both had worked this week up until we learned the outcome of each test. We will test the residents today with whom the direct care worker interacted with and then again on Monday. Public Health and DHHS have been updated. We continue to test any staff or resident who has had any exposures or any related symptoms. We will report any positive findings to you.

According to the new CDC guidelines for the general public, our local area is currently rated as being in a 'medium' level of transmission. This would then suggest that it's up to the individual to determine if they mask when in public indoor spaces, or if one is at high risk for severe illness, the CDC suggests talking to one's healthcare provider about whether wearing a mask and other precautions are warranted. While the relaxed CDC guidelines for the general public sounds like good news, our recent testing continues to prove that the virus remains in circulation in our community and is still spreading between individuals despite being vaccinated and/or boosted and often without any symptoms. Even if you as a visitor are not concerned about your own health, a good measure precaution would be to continue to wear a mask in public areas to decrease your likelihood of visiting Maplewood while asymptomatic.

The CDC still has healthcare facilities having to follow a different metric that dictates our practices; that metric has Cheshire County at the highest level of community transmission. All visitors must continue to wear masks inside of Maplewood, and nobody should visit if they have tested positive for COVID-19 within the last 14 days or had close contact with someone sick with COVID-19.

Please report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Mar 1st, 2022

Dear Residents/Families/Responsible parties,

A non-clinical worker has alerted us to a positive test that they took at home today. This worker was last at Maplewood yesterday, and did not interact with residents. Public Health and DHHS have been updated. We continue to test any staff or resident who has had any exposures or any related symptoms. We are now testing many staff at least twice a week in accordance with the newest CDC guidance. We will report any positive findings to you.

Have you heard the phrase "up to date with your vaccinations"? This ongoing recommendation refers to the level of vaccination based on time frames. For example, if you just received your shot of the one-dose J&J vaccine and are no more than 2 months out, you are considered "up to date". If you are fully vaccinated with 2 doses of Pfizer or Moderna, and are no more than 5 months out, you are considered "up to date". After 2 months since the J&J dose, or 5 months since the second dose of Moderna or Pfizer, a booster is recommended. Being boosted by any of the 3 current options also means you are "up to date". The CDC and CMS urges facilities such as ours to educate families about the importance of getting vaccinations including the boosters and being fully up to date with vaccinations.

Despite new recommendations from the CDC for everyone other than health care facilities, please DON'T visit if you have tested positive for COVID-19 within the last 14 days, or if you have had close contact with someone sick with COVID-19. In order to come into MNH, you must be free of the symptoms on the screening questionnaire. I've mentioned masks, but will repeat that *until further notice*, all visitors must wear masks inside of Maplewood. We are not able to support your attendance at indoor activities or meals with the residents at this time. You are always encouraged to use the alcohol based hand sanitizer as you enter the building, after you touch high touch surfaces, at the end of your visit and as you unmask and exit the building. Soap and water is best after using the rest-room, and proper hand hygiene means you rub your hands together covering all surfaces including between your fingers and the backs of your hands and under your nails for the duration of singing "happy birthday" twice (or about 20 secs). Use a dry paper towel to shut off the faucet and open the door to keep your hands clean. Please report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Feb 27th, 2022

Dear Residents/Families/Responsible parties,

A non-clinical worker has alerted us to a positive test that they took at home yesterday. This worker was last at Maplewood on Thursday, and did not interact with residents. We have sent this information to Public Health and the Department of Health and Human services. We continue to test any staff or resident who has had any exposures or any related symptoms. As mentioned, we are beginning new CDC testing protocols for long term care facilities specific to staff starting tomorrow. We will report any positive findings to you.

The CDC has issued a new set of recommendations intended to help communities live with the virus and get back to 'normal life'. Similar to my last correspondence, these updates don't directly impact health care facilities, and we are required to follow different and specific metrics per CMS rules. We will monitor for any updates from CMS, but until further notice, all visitors must continue to be screened, must wear a mask at all times inside of Maplewood and continue all other precautions we have outlined for many months.

Volunteer reminder: If you are – or you know of anyone interested in becoming a volunteer at Maplewood, please call Michelle Robinson, Activity Director, at 603-399-7376.

As we learn of relaxations of general public guidance, it remains very important that any visitor be free of COVID-19 for at least 14 days, and that no visitor attempt to come in with any symptom or high risk exposure. Thank-you for keeping a 6 foot distance between yourselves and any other resident or staff member (other than the person you are visiting), wearing your mask at all times inside of Maplewood, and performing frequent hand hygiene using the alcohol based dispensers located throughout the building. Please don't visit if you're sick and report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Feb 24th, 2022

Dear Residents/Families/Responsible parties,

We have found an asymptomatic positive non-clinical worker today who has no resident contact. We continue to test any staff or resident who has had any exposures or any related symptoms. In addition, the CDC has recommended new testing protocols specific to staff, we will incorporate those next week. We will report any positive findings to you.

Our 3 National Guards people who have been helping with visitor screening/testing and in our kitchen will complete their final day with us on March 15th. We have been so grateful for their assistance while we were experiencing high volume of staff cases due to the Omicron variant. We anticipate that March 13th will be the final day we will offer rapid COVID-19 tests to visitors.

Volunteer reminder: If you are – or you know of anyone interested in becoming a volunteer at Maplewood, please call Michelle Robinson, Activity Director, at 603-399-7376.

The state has announced new recommendations regarding mask wearing. Remember that no matter what the Governor or state recommends, long term care and health facilities must always follow CMS (Centers for Medicaid and Medicare Services) rules or risk citations and fines when we don't. Unfortunately mask wearing requirements for staff and visitors to any health care facility (long term care in particular) is likely to be ongoing for some time. Thank-you for keeping a 6 foot distance between yourselves and any other resident or staff member (other than the person you are visiting), wearing your mask at all times inside of Maplewood, and performing frequent hand hygiene using the alcohol based dispensers located throughout the building. Please don't visit if you're sick and report any COVID symptoms or a positive test to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Feb 18th, 2022

Dear Residents/Families/Responsible parties,

All testing of staff and residents has returned negative for this week. We continue to test any staff or resident who has had any exposure or any related symptoms. We will report any positive findings to you.

Pets may once again visit Maplewood; the receptionist has a hand-out with the details of the requirements and responsibilities. These include some of the following: Pets should not have been in close contact with anyone infected with COVID in the past 14 days. **Before and after every contact, the handler and anyone petting or having contact with the animal should perform hand hygiene. It is for this reason that we ask that you discourage staff or residents other than the one you are visiting to touch your pet.** Dogs must be on a leash at all times, cats in a carrier or leash at all times. No animals allowed in dining areas. Owners must pick up after their pets. **Visitation of pets will be put on hold for all residents that are suspected or confirmed positive COVID-19 until cleared by MD/PA.**

We're also really excited to announce that Sarah May, an LNA at Maplewood, will be taking over the role as hair dresser for our residents starting next week. She is a licensed cosmetologist, and knows our residents already. She has the list of the timing of the last hair procedure each resident has had.

We are actively recruiting volunteers to help support our residents again. If you are or know of anyone interested, please call Michelle Robinson, Activity Director, at 603-399-7376 for more information.

We're glad to have moved past what was certainly the most difficult part of the pandemic's impact on Maplewood. We still need to be vigilant with the following reminders: continue to keep a 6 foot distance between yourselves and any other resident or staff members (other than your loved one) during your visit; wear your mask at all times inside of Maplewood; perform frequent hand hygiene using the alcohol based dispensers located throughout the building; don't visit if you're sick; and report any COVID symptoms to us within 48 hours of a visit.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Feb 10th, 2022

Dear Residents/Families/Responsible parties,

We have a positive direct care worker who worked with residents within the 2 days of becoming positive. We have identified impacted residents and staff in order to determine with Public Health the testing we will be performing and other protocols we will be following.

We continue to have the assistance of 3 members of the National Guard. Two are working in our dietary department, while the third is helping us screen people as they enter (Wed-Sun). We can perform a rapid COVID-19 test if you would like – it does take 15 mins to develop, during which time you would wait in a room just off the main entrance. It is not a condition of visitation; it is just one more mitigation strategy we can offer.

We hosted our vaccination clinic on February 9th; we were able to offer boosters to residents who were within the correct time frames as well as for staff. Nearly every single resident is now boosted; all are fully vaccinated. We have about 50% of our staff boosted, and nearly all are fully vaccinated with some exemptions as we are required to honor per Federal rules. The vaccine mandate will be in full effect for all healthcare personnel as of March 15th, and we will be in full compliance.

Please continue to keep a 6 foot distance between yourselves and any other resident or staff members (other than your loved one) during your visit. Please wear your mask at all times inside of Maplewood, and perform frequent hand hygiene using the alcohol based dispensers located throughout the building.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Feb 7th, 2022

Dear Residents/Families/Responsible parties,

2 staff reported positive COVID-19 tests from rapid home testing. Neither had worked with residents within the typical infectious period. It seems we can say with more confidence that our region is past the worst of the Omicron variant surge. We have had fewer positive cases, and with the support of Public Health, are using a specific contact tracing approach (versus broad based-testing) to residents whenever possible.

PPE updates; staff will continue to wear eye protection when working within 6 feet of a resident and wear at least the KN-95 masks, however, starting this week, visitors will no longer be required to wear eye protection – just masks. We will keep goggles/shields in the reception area, and you may request them. We still have many boxes of blue surgical masks that expire soon. We will leave them in the reception area for the taking.

Unless a resident is on specific precautions, they are now able to be out of their rooms. We encourage residents to wear masks outside their room on their unit, though we understand not all residents can tolerate them. We can begin to bring residents off the units, and they must wear a mask for this activity at this time.

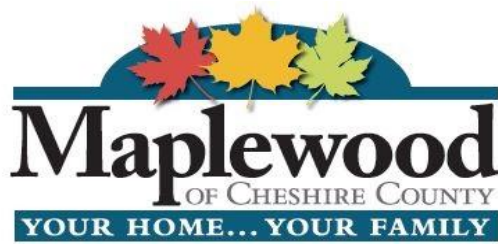
Our vaccine clinic is scheduled for this Wednesday. A few residents are scheduled to get their booster as they are now in the correct time frame.

Please continue to keep a 6 foot distance between yourselves and any other resident or staff members (other than your loved one) during your visit. Please wear your mask at all times inside of Maplewood, and perform frequent hand hygiene using the alcohol based dispensers located throughout the building.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 29th, 2022

Dear Residents/Families/Responsible parties,

A support worker who worked the end of the week took a home test and has reported it to be positive. We will alert Public Health and DHHS and review our testing dates and protocols for next week. We are also very appreciative of visitors who call to alert us when becoming positive for this virus within 48 hours of a visit. This allows us to properly monitor any impacted residents and staff. We will continue to keep you updated.

We are seeing more of our staff able to return from either the illness or from household impacts. We hope this may be an indicator that this variant may have peaked in our community. We will continue with wearing the upgraded medical masks and eye protection at all times for now. We continue to follow the recommendations of Public Health regarding additional PPE (such as gowns/gloves) around residents based on individual or unit circumstances. We'd also like to remind you that we have many boxes of the blue surgical masks that are set to expire in March. We will keep them available at the main entrance for anyone to take home with them.

Our elevator project is well underway, and we apologize for any inconvenience this causes for visitors. Soon, a project will get underway to make some alterations to the ALF entrance. We rarely use this entrance since the completion of the main entrance, so I don't anticipate that it will have as big of an impact as the elevator project.

Another reminder is to keep a 6 foot distance between yourselves and any other resident or staff members (other than your loved one) during your visit. In addition to masking and frequent hand hygiene, it is one more important strategy in our efforts to minimize any potential for transmission of this very contagious variant of the virus.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 27nd, 2022

Dear Residents/Families/Responsible parties,

All results from our weekly PCR testing this week have returned, and we have found one asymptomatic positive staff member. We have alerted Public Health and DHHS. We continue with the planned schedule for testing of staff and residents. We will continue to keep you updated.

Thank-you for wearing a mask at all times during your visit as well as eye protection. Please try to keep a 6 foot space between yourselves and staff or other residents. Please visit with your loved one in their room. Having the resident wear a mask during your visit helps to protect them as well. It continues to surprise many who have no symptoms, but learn they are positive through our ongoing testing protocols. Any time we are around non-household members, we would be wise to imagine both ourselves as well as those around us have the virus, and act safely and accordingly to try to avoid catching or transmitting it. Keep your masks covering your nose at all times, and cleanse your hands often, particularly after touching 'high touch' surfaces such as elevator buttons and door handles.

Our hairdresser, Tammy, has decided to retire from Maplewood on February 18th, after working with our residents for 20 years. We are actively talking with a couple of people to do succession planning.

The elevator project is underway on our 2 older elevators. We are keeping those workers separate for everyone through use of plastic sheeting and we have eliminated those elevators from stopping on the ground floor for the time being. This project is expected to take a few weeks to fully complete.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 20th, 2022

Dear Residents/Families/Responsible parties,

We received all but one resident test result from Monday's testing; all are negative. We did find 2 positive asymptomatic staff through scheduled rapid testing who had worked within the prior 48 hours before testing. All other staff tests are negative since our last correspondence. We continue to work with Public Health and DHHS on timing and type of resident and staff testing, and will continue to keep you updated.

Thank-you for being our partners and alerting us to symptoms or COVID-19 diagnosis within the few days after your visit; it allows us to put additional mitigation processes in place to try to prevent or contain additional transmission. At this moment, reported test positivity in our community is around 30%, and the actual number is likely higher due to many home testing kits. I hope we are nearing the peak of the Omicron wave.

Thank-you for wearing a mask at all times during your visit as well as eye protection. We truly encourage you to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Always ensure your mask covers over your nose (please pinch the metal band so it fits tightly over your nose) and under your chin at all times inside Maplewood.

Our National Guard member who has been helping to screen visitors will soon be qualified to perform POC or rapid antigen testing. We won't condition your visit on agreeing to a test, but it will be another tool we can offer to try to prevent the virus from entering should a visitor test positive.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 18th, 2022

Dear Residents/Families/Responsible parties,

In our scheduled testing, we found 2 positive asymptomatic residents through rapid testing who has since been moved to our COVID-19 wing on the third floor. We've also learned of 2 new positive workers who had worked within the prior 48 hours of becoming symptomatic. We continue to work with Public Health and DHHS on timing and type of resident and staff testing and will continue to keep you updated.

The Supreme Court re-established that health care facilities, including Maplewood, are subject to the mandatory vaccination requirement. New dates have been established, and we will continue to work with the last couple of staff who waited to make their final decision based on the outcome of the court. In accordance with the new dates, all staff will have received their vaccination by the end of February, unless they received an exemption based on applicable Federal law.

Thank you for wearing a mask at all times during your visit as well as eye protection. We truly encourage you to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Always ensure your mask covers over your nose (please pinch the metal band so it fits tightly over your nose) and under your chin at all times inside Maplewood.

The predominant variant of this virus, Omicron, is very contagious, and I encourage everyone to imagine that you have the virus and protect those around you very carefully. Likewise, imagine that those you encounter are also infectious, and take precautions as you all know: wear well-fitting masks covering your nose, keep 6 feet spacing, and cleanse your hands after touching surfaces touched by others.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 15th, 2022

Dear Residents/Families/Responsible parties,

We completed the POC (rapid tests) on all residents and staff on 4th floor and TLC on Friday and found a new asymptomatic positive resident who has since been moved to our COVID-19 wing on third floor. We received the remainder of the PCR tests on Friday, and no other staff or residents were positive from Monday's tests. We continue to follow testing times and cycles from Public Health, and will keep you updated.

Thank-you for wearing a mask at all times during your visit as well as eye protection. We truly encourage you to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Always ensure your mask covers over your nose (please pinch the metal band so it fits tightly over your nose) and under your chin at all times inside Maplewood.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 13, 2022

Dear Residents/Families/Responsible parties,

We have 3 new staff that tested positive since our last correspondence. We're still missing some results from our PCR tests performed Monday; it could be that labs are inundated with more than usual tests from around the state. We will continue multiple testing days per week and continue to report cases to Public Health, DHHS and you as always.

You may have heard talk of upgrading your masks due to how contagious the current Omicron variant is. As a reminder, we are leaving out boxes of the surgical masks at our front desk that will expire in March – please take some and use these coverings at a minimum when you are indoors in places other than your home, or if you are going to be outdoors where 6 foot spacing from others is difficult. Being fully vaccinated and boosted can decrease your potential for getting this virus, but what the vaccines are best at is to prevent significant illness. Most of the positive case reports since the beginning of this year are in staff/residents who are fully vaccinated and boosted. Being boosted doesn't mean you can't get the virus, but the level of illness has been reported as milder in those who are boosted.

Thank-you for wearing a mask at all times during your visit as well as eye protection. We truly encourage you to ask staff to help put a mask on the resident you are visiting as added protection for both you as a visitor as well as the resident you are visiting. Always ensure your mask covers over your nose (please pinch the metal band so it fits tightly over your nose) and under your chin at all times inside Maplewood.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 11, 2022

Dear Residents/Families/Responsible parties,

We have 2 new staff that have tested positive. Yesterday we completed the PCR tests for staff and residents, and we expect to get those results starting tomorrow. We will continue multiple testing days per week and continue to report cases to you as always.

A note about case reports; if we were to have a worker take a few days off and while doing so have a known exposure and they subsequently tested positive but had not yet returned to work; we alert public health, but this case would not warrant a family letter because there was no resident or staff contact within the concerning time frame for transmission. In a different example, if we were to have a worker (even if they never come into contact with residents) have symptoms and/or a positive test within 48 hours of having worked (even if their exposure was determined to be from a positive household member), this would constitute a case we would have to report to you as well as PH and DHHS. Many recent staff cases include exposures to known household positive members. These are the types of cases we work with and Public Health counts into our facility outbreak. Each situation requires review of all facts to determine if the worker needs to stay out, if and when they get tested, and when they can return. The new CDC guidance is complicated, but we work through each individual case as carefully as possible while balancing the safety and care needs of residents as well as support department needs. We are blessed to have a dedicated team of individuals who work very hard including significant overtime to care for our residents and ensure the support functions have continued to operate through all the pandemic has thrown at us.

Three National Guards began training with us today. One will assist in visitor screening 5 days per week, and two will assist in our dietary department.

As a reminder, please wear your mask covering well from over your nose to under your chin at all times inside Maplewood. The goggles help to protect you, and if your loved one is able to tolerate it, we can help to put a mask on them for added protection for both of you.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



Jan 9, 2022

Dear Residents/Families/Responsible parties,

We found two new positive residents from rapid testing this weekend and they have been moved to the COVID-19 unit. We have sent messages to Public Health and DHHS, and our next testing for all residents and most staff is tomorrow, Monday Jan 10th, with the PCR tests. In addition to the multiple pre-set testing times each week, we continue to test any resident when symptoms occur.

We expect 3 soldiers from the National Guard to start with us Tuesday. We will orient them, and 5 days a week, you may see one helping us screen visitors. We will train them in use of the rapid tests, and visitors may be asked if we can perform a POC/rapid test prior to going up to the resident units. These tests are good (not perfect) at finding cases when one has symptoms, however, we have found several asymptomatic or presymptomatic staff and residents.

As a reminder, please wear your mask covering well from over your nose to under your chin at all times inside Maplewood. The goggles help to protect you, and if your loved one is able to tolerate it, we can help to put a mask on them for added protection.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us so that we can put measures into place. We all need to work together to manage this virus and its impacts to all residents and staff.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator



1/7/22

Dear Residents/Families/Responsible parties,

We found two new positive residents on our planned rapid tests today and they have been moved to the COVID-19 unit. Public Health and DHHS are updated, and our next testing for all residents and most staff is Monday with the PCR tests. We continue to test any resident when symptoms occur. Staff continues to report community exposures – often within their household. We follow the CDC timeframes which need to be individualized at this time due to various caveats that determine the length of time for being out as well as testing time frames. The virus continues to be widely circulating in our community.

I have confirmation of the arrival of assistance from the National Guard early next week. We will put them through some training and anticipate placing one at our entryway to assist with screening visitors. We are grateful to the Governor and DHHS with whom we've been working to request this for a few weeks now.

We have also scheduled another vaccination clinic at Maplewood on February 9th. At that time, any eligible resident will be offered this opportunity for their booster as well as staff members who will also be in the appropriate time frame for their booster. Currently, all eligible residents are fully vaccinated and boosted. There are only a few residents who are fully vaccinated but not yet within the time frame for their booster but will be by the date of the clinic.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us so that we can put measures into place. We all need to work together to manage this virus and its impacts to all residents and staff.

Sincerely,

Kathryn Kindopp, Administrator



1/6/22

Dear Residents/Families/Responsible parties,

Yesterday, we were informed of 2 more residents and one non-direct care staff with COVID-19 from our testing on Monday, and this morning another non-direct staff let us know of their positive test. We have moved the residents to our special wing on our empty floor. We will test all second floor residents and staff again on Friday with rapid tests, then Monday all residents and most staff throughout the building with PCR tests.

We've been working with the state and requested some number of weeks ago any assistance the National Guard may be able to give us. We understand that the guard would not be able to help us with clinical needs, but we anticipate they may be able to help with screening visitors some days of the week possibly including rapid testing. If this comes to pass, we may see some help as soon as next week.

We are beginning to see more impacts from the virus including more staff learning of exposures such as from family members. We are following the new CDC guidelines for healthcare workers and are starting with the most conservative approach, but as staffing becomes more impacted, we will need to progress from the CDC 'conventional' operations guide to the CDC 'contingency' guide. We hope very much to avoid the CDC 'crisis' guide, but monitoring reports from hard hit areas, we need to reasonably plan for some very difficult times in the next few weeks. Please be patient with us as we prioritize resident care and may be challenged in answering phones or other correspondence as quickly as we'd all like.

Our PPE status remains strong and we have many boxes of blue surgical masks that 'expire' in March. We will put some of these specific masks out for staff and/or visitors to take in the coming weeks. We can all help by wearing masks when out and about.

A reminder that we ask you to help be the primary contact for your extended family to give them updates, particularly as we begin to navigate this next wave of the virus.

Our ongoing post-visit reminder; **if you develop any of the concerning symptoms or are diagnosed with COVID-19 within the few days** after your visit PLEASE call us so that we can put measures into place. We all need to work together to manage this virus and its impacts to all residents and staff.

Sincerely,

Kathryn Kindopp, Administrator