

August 11, 2020



Dear McLean Patients, Residents and Families,

Today we are sending our regular weekly communication to keep you informed on the health and safety of our campus.

First and foremost, we hope this update finds you safe wherever you are! Here in CT, wild weather last week caused major power outages across our state. While most have had their power restored, many are still recovering from the impact of being without power, water or internet service during these hot summer days. Cleaning efforts are still going on and our local communities are slowly getting back to normal.

As a result of the storm, we too experienced a loss of street power on our campus beginning Tuesday afternoon and lasting through Sunday morning. Typical New England weather creates hazardous conditions during the winter months, when our roads and trees are often covered with snow and ice. However, a summer storm like the one we just experienced brings new challenges, especially when heat and humidity are forecasted. This summer storm may have passed, but it has left us many opportunities for reflection and growth, particularly as we review our emergency preparedness procedures.

In our Health Center building, we learned that our proactive approach to emergency preparedness, both in training and infrastructure, held us in good stead when our building lost street power. Our team has been trained to expertly care for and offer reassurance to our most vulnerable residents during an emergency. While we don't wish for any interruption in service, we saw our staff shine! Due to our consistent drills and practices, our staff confidently jumped into emergency mode and our residents felt safe and cared for amid the disruption.

Another way our forward-thinking helped us during this emergency was due to our carefully planned and recently executed capital improvement projects. Over the course of the past several years, we have been planning, budgeting and implementing upgrades to our HVAC systems and installing new generators. Due to these improvements to our infrastructure throughout our Health Center, our building remained comfortable and well lit.

We did have two visits from the CT Department of Public Health during the power outage. We are very grateful for their continued support and guidance in helping us care for our precious population.

While we are very proud of the work we've done to care for our Health Center residents, we have identified other areas for improvement across our campus. We are working together with our building and environment teams towards improving our capabilities when experiencing a loss of power in The Village. The challenges we faced and the lessons we learned are now offering us an opportunity to strategize and develop an updated plan. We would like to thank everyone for their patience and support as we take these lessons and create a stronger approach for the future.

Throughout the storm and subsequent aftermath, our sustained efforts to keep our campus COVID-19 free remained at the forefront. We are continuing surveillance testing of nursing home staff and residents, as well as Assisted Living, Home Care and Hospice staff, every week until further notice and will report any positive COVID-19 results to you. As of today, we have seen negative results from all resident and staff testing for the past several weeks.

Our staff remains vigilant in appropriate screening, PPE usage and hand hygiene. Our mitigating strategies continue to be in effect. You will find these listed below:

- Visitors are restricted in the building except at end-of-life care.
- Scheduled outside family visits are allowed with four guests that are screened at our door and visit by the circle. Masks, hand hygiene and social distancing are required. Window visits, Skype or FaceTime visits continue to be offered by appointment. No food/drinks are allowed during visits.
- Dining is limited to small groups of residents in dining rooms or areas on their own neighborhoods that allow for appropriate social distances.
- A health screening process is in place at our entrance for all essential personnel entering the building.
- The Salon and Barber Shop continue to be closed.
- Personal Protection Equipment (PPE) is available and worn by all staff while on campus.
- Enhanced cleaning process with approved products used and increased focus on touched surfaces.
- Masks are provided to all residents to wear when out of their room or if engaged with their care team (with the exception of face care, taking medications or eating).

- Regular audits are conducted by the CT Department of Public Health, National Guard and CDC to survey our infection control practices.
- Medical appointments via telemedicine are encouraged whenever possible.
- COVID-19 weekly testing of staff follows the Governor's executive orders. Currently working with state assigned partners. We will isolate any resident with a positive test result and implement additional testing and cohorting strategies.

Our cumulative data as of 8/11/20 is as follows:

Positive cases are noted based on resident's home neighborhood.

- Assisted Living – 9 positive residents to-date, with last positive case identified 5/6/20
- Robinson has had 1 positive (1 recovered)
- Atwater has had 1 positive (1 recovered)
- Abernethy has had 7 positives (5 recovered), 2 resident deaths (1 death at another facility)
- Skilled Nursing Home – 24 positive residents to-date, with our last positive case identified 4/24/20
- Evergreen Way (post-acute) has had 6 positives (5 recovered), 1 death at another facility
- Chapel Crossing has had 1 positive (1 recovered)
- Skyview Terrace has had 17 positives (14 recovered), 3 resident deaths
- Campus Employees – 25 positive (24 recovered) with last positive case reported 7/20/20

Thank you to all those who've been sending mail to our residents! We have received stacks of cards and letters of encouragement. Every single piece of mail brightens a resident's day. Please keep sending cards – our residents love getting them!

The State of CT continues to update the list of states that require quarantining upon return. Please refer to the travel advisory website for important updates as they pertain to any planned travel before you schedule your visit:

<https://portal.ct.gov/Coronavirus/travel> Kathy Cookson will be inquiring about your travel plans when you schedule your visit kathy.cookson@mcleancare.org.


We would also like to remind you that wearing masks is required by you and your loved one during the entire visit. We appreciate that it is difficult, but we strongly believe mask use protects all of us.

We hope to see you at the next Family Council joint meeting on August 19th at 2:00 pm. Look for the emailed invitation in your inbox shortly. Please be sure to email your questions to Joan.Stefanowicz@McLeanCare.org.

Be well.



David Bordonaro
President



Lisa Clark
Vice President, Administrator of the Health Center