9/23/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. All tests from September 14th were negative. We test again September 24th.

We have been working towards getting a testing contract in place in advance of the state stopping their surveillance program. You may have read about the Federal government sending nursing homes their own machines capable of testing for COVID-19. We did receive a BD Veritor machine enabling us to test on-site, however this particular machine has low rates of reliability. If a sample tested comes out negative, the manufacturer's instructions direct us take a follow-up test sample and send it out to a lab for confirmation. Reports from other states suggest this machine may also be producing 'false positives'. We are watching any and all updates to best determine the use of this machine.

The nursing home will offer the following times for indoor visits: 10am, 1pm and 3pm. Assisted living will offer indoor visits Monday-Friday at 11am and 2pm. This schedule will ensure we keep separation and cleansing time between visits. We will begin offering these new times on Monday September 28th. We are permitted up to 2 indoor visitors per resident per visit. This is all subject to remaining free of cases, and having sufficient staffing levels to support the tasks required pre/post visit. The rules still require us to pre-screen as the visit is booked as well as when you arrive for the visit. The state does not permit any substitutions or additional visitors on the day of the visit.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. Assisted Living resident visits are scheduled through Christine Gowen @ 603-399-7348.

Please remember; for an outdoor or indoor visit, please drive to the front and call reception (603-399-4912). Please remain in your car where we will screen you. You should arrive 15 mins early so we can complete this required/additional screening.

For any of you who listen to NHPR, "The Exchange" is scheduled to do a show on long term care facilities tomorrow, Thursday Sept 24th @ 9am. I have no further information regarding content, however, what I can tell you is that many news reports and publications about long term care and nursing homes has had a negative slant and can be demoralizing for the hard working staff caring for your loved ones. If ever you have concerns about care or other issues, please bring them to our attention so that we may look into them and work towards solutions. For any of you who feel you could contribute a positive story, I would encourage you to reach out. The live show call-in number is 1-800-892-6477, or comments are able to be sent by email to

exchange@nhpr.org. We want to hear your concerns directly, and hope to hear praise publically. Thank-you for your consideration in this upcoming event.

October is resident rights month, and we are working on some fun resident focused activities; more to come as we progress in our planning.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

9/16/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. We were tested this past Monday, September 14th.

The state has been a tremendous support with testing through this pandemic, and for that we are grateful. We have been given notice that the state will no longer provide for testing. This is a major concern with serious cost implication. In searching for contracts to fulfill taking over this testing, it will cost MNH $25,000.00 per testing session based on the cost per test and number of individuals needing to be tested. Though this is an unfortunate decision and/or burden for the nursing home, the nursing home will continue to adhere to the testing guidelines defined by the state and (CMS) Center for Medicaid Services.

The state has made the commitment to help with testing for those nursing homes who go into outbreak which is now defined by CMS as one case, and could be either a staff or a resident.

The state is now permitting us to have up to 2 visitors for indoor visits in a designated area at this time. We will begin to honor this as we transition from outdoor to indoor visits and can do so as long as we remain without cases, have sufficient staff to support the visits, and our overall county cases remain low. The rules require us to pre-screen when the visit is booked as well as when you arrive for the visit. The state does not permit any substitutions or additional visitors on the day of the visit.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. Assisted Living resident visits are scheduled through Christine Gowen @ 603-399-7348.

Please remember; for an outdoor or indoor visit, please drive to the front and call reception (603-399-4912). Please remain in your car where we will screen you. You should arrive 15 mins early so we can complete this required/additional screening.

Window visits remain the exception as we are not required to do the active screening and it allows slightly more flexibility for visitors. We can also change an outdoor visit to a window visit if the weather is too cool for the resident.

Sincerely,

Kathryn Kindopp, NHA

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

9/9/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. All results have been received from the 9/4 testing and all staff and residents are negative. Our next testing date is set for September 14th.

All residents who wished to participate did vote by absentee ballot in the primary election. The social services team is now working with residents to prepare for the upcoming November election.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. Assisted Living resident visits are scheduled through Christine Gowen @ 603-399-7348.

Please remember; for an outdoor or indoor visit, you drive up to the front, call reception (603-399-4912) and remain in your car for us to actively screen you. Please arrive 15 mins early to allow us the time needed to complete this required screening.

Window visits remain the exception as we are not required to do the active screening and it allows slightly more flexibility for visitors. We can also change an outdoor visit to a window visit if the weather is too cool for the resident.

The renovations of half of the old building continue along with negative air pressure maintained. Construction workers enter/exit in areas away from our staff to keep everyone separated. We're on schedule to have furniture and drapes arriving in November. There is no discussion regarding a move-in date at this point, so I can't predict if it would be before the end of the year, or early into the next.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

9/2/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. All test results received were negative from our 8/25 testing date. Our next testing date is set for 9/4.

CMS (Centers for Medicaid and Medicare services) issued new rules specific to COVID-19 testing of staff and residents at the end of last week. We have been testing for many months, and are in good standing overall. We will need to create new policies and procedures as well as adjust some of the administrative work. It has been stressful to receive new regulations with the expectation that we be in substantial compliance within less than one week from the issuing date.

Regarding the states initiative to re-opening long term care facilities, our county remains in "phase 2". Maplewood is also in "phase 2", however that would change with any positive case even if the rest of the county remained in "phase 2". This allows a limited amount of indoor visits with only one specific and designated person. We have begun this program, and as all new programs go, it will be a learning curve for us all.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. Assisted Living resident visits are scheduled through Christine Gowen @ 603-399-7348.

Please remember; for an outdoor or indoor visit, you drive up to the front, call reception (603-399-4912) and remain in your car for us to actively screen you. Please arrive 15 mins early to allow us the time needed to complete this required screening.

Window visits remain the exception as we are not required to do the active screening and it allows slightly more flexibility for visitors.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

8/26/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. Testing results from 8/14 (staff and 10% of residents) were all negative. We tested again 8/25. As always, we will inform you if there is a positive staff or resident result.

It has been a while since I've given an update on PPE (gloves, gowns, masks, face shields). We have found new suppliers (at higher costs unfortunately) and have some regular deliveries weekly. We have worked hard to set aside several weeks' worth of PPE 'just in case' there is another significant disruption in the supply chain, or we have cause to suddenly increase our usage.

We urge our staff daily to imagine everyone has the virus, including ourselves, and to act accordingly. Avoid crowded and enclosed spaces, avoid close contact and always wear your mask – not only at work, but in the community. Wash our hands (soap and water for 20 seconds or alcohol based sanitizer rubbing the same length) after touching 'high touch' surfaces, after toileting, before eating, after touching our masks, before touching our faces. Use a towel to turn the faucet off and wash your hand towels much more frequently than you have been. Respect 6 foot distancing whenever possible; being within the 6 foot distance to others for 10-20 mins if someone is infectious is about all it takes for transmission to occur.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. Assisted Living resident visits are scheduled through Christine Gowen @ 603-399-7348.

We appreciate everything our community is doing to support us and for everyone's efforts at decreasing the risks for transmitting this virus.

Sincerely,

NHA

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

8/19/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. Despite ongoing work with the state including the Commissioner of Health and Human Services, a few remaining test results from 8/6 were never received. We last tested on 8/14 (staff and 10% of residents) and about 60% have returned so far; all negative. As always, we will inform you if there is a positive staff or resident result.

The DHHS Commissioner announced last week that all Long Term Care homes could now proceed with what is termed as "phase 2" of the reopening of long term care. We have been reviewing the guidance and note that a resident (or activated decision maker) can identify one person of choice that would be designated as their only visitor for the limited indoor visits at this time. The visitor must be over the age of 12 and be able to wear a surgical mask the entire duration of the visit. The visitor must be screened at the time the visit is scheduled, and then again upon arrival for the visit. We will attach a copy of the current questions (always subject to change by Public Health). Hand hygiene must be performed upon arrival as well as after touching the mask at any time. The visitor should not touch their eyes, nose or mouth at any time without first performing hand hygiene. Visitor must be at least 6 feet from the resident and will still not be permitted to touch the resident, nor eat with them, nor take them for a walk. We have not been permitted to allow visitors to use our bathrooms, and it is not clear in the guidelines if this continues to be a rule, so please plan for this unfortunate inconvenience. We will disinfect the visitation room prior to and after each visit.

The phase 3 reopening plan for long term care will require a whole community marker of fewer active cases per 100,000 than Cheshire currently has. We also must remain at 50 or fewer active cases per 100,000 in our county to stay at phase 2. At any time there is a positive test result, we could go back as far as "phase 0" which would halt any visitation indoor or out.

A reminder about outdoor visits; per public health rules, we must know ahead of time who the visitors will be and they must go through the screening both prior to arriving, plus once arrived. No 'substitute' visitor is permitted for these outdoor visits.

When you arrive for an outdoor or indoor visit; please stay in your car, pull up to the entrance walkway and call reception (399-4912). A staff member will come out to ask you the screening questions and take your temperature while you remain in your vehicle. Please arrive about 15 mins ahead of your scheduled visit time so we may

correctly screen you, have you park, ensure you have masks and perform hand hygiene before you begin your visit at the scheduled time.

Window visits allow the most flexibility as there is not a limit on number of visitors, nor age, and the resident can get right up to the window and with the use of the new telephone, all parties can hear one another quite well.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. Assisted Living resident visits are scheduled through Christine Gowen @ 603-399-7348.

Thank-you for following the process we've set up, as well as for remaining flexible and understanding to the ever changing state guidelines we receive.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

8/12/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. We last tested on 8/6 (staff and 10% of residents), most, but not all results are in. As always, we will inform you if there is a positive staff or resident result.

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. ALF visits are scheduled through Christine Gowen @ 603-399-7348.

In preparation for the upcoming 2020 elections, we have been working behind the scenes to enable resident voting. The social services department has been working to determine who is interested in voting and to help get them prepared with the necessary documentation. We encourage all residents to have the opportunity to vote. If you know your loved one may want to register for/vote in the upcoming elections, please contact their social worker.

Our department head team and human resource director have been working to identify those staff members who have young school age children. We will work to identify work schedule versus proposed school schedule barriers. We fared well in March with the sudden school closures, however the suggested hybrid school schedules are causing more difficulties for some staff. We also need to plan for the possibilities of children being sent home either sick or needing to quarantine, and how that will impact staff and our day to day staffing levels. We have more questions than answers, but are trying to be proactive as the care of our residents remains our top priority.

As I mentioned, we need to hire more LNA's and nurses and have a generous sign-on bonus. We also have openings in our environmental services and dietary departments. Please help to spread the word to any candidates you know that would be a good fit for our team, we need all the help everyone can give in recruiting good employees.

We always appreciate your kind words are blessed to have supportive families. Stay healthy!

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

8/5/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. The state set 8/6 for our next testing (staff and 10% of residents).

To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. ALF visits are scheduled through Christine Gowen @ 603-399-7348.

As staff look toward the next school year, they are left with many questions relating to their children and juggling work schedules. Some of our college aged workers will soon be leaving to go back to their respective schools. The recent healthcare stipend program is now over, and some workers who came to work for us this summer are letting us know they plan to return to prior work such as in the school systems. We are anticipating some challenges coming up with staffing and will monitor carefully and alert you if we have to halt any visits.

We are always looking to hire more LNA's and nurses. We are offering a generous sign-on bonus. Please help to spread the word to any candidates you know that would be a good fit for our team. We also plan to train another class of LNA's in the fall. We can hire staff ahead into positions such as ward aides or other support departments until we hold the class.

Every month we facilitate a resident council meeting. It used to be in a group format, but since discontinuation of groups in late winter, we have to do this on an individual basis. Initially our residents voiced their understanding of world circumstances, but this past month, it's now more obvious that residents are missing trips, and in particular seeing family in person. The Commissioner of Health and Human Services was on a recent weekly call with long term care providers. She is looking at the fall and the weather change coming – she is beginning the discussion toward indoor visits while keeping safety and infection prevention as our focus. She has invited providers to share thoughts and concerns as the state begins to formulate the next level of guidance.

On a happy note, our hair dresser (who doesn't work anywhere else, and is participating in our testing program) will begin this week with offering cuts to our assisted living residents. Each subsequent week, she will offer cuts to residents of one floor. Our infection prevention nurse has worked with her to set this up safely.

Hoping this finds you all well. Sincerely,

Kathryn Kindopp, NHA

Kathryn Kindopp,
Maplewood Nursing Home Administrator

7/29/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. We received the results on 7/28 for all tests taken on July 22/23; all residents and staff were negative. The state has changed laboratories and is working with us to get us the appropriate testing kits and our next testing date.

We have accomplished rescheduling all prior cancelled outdoor visits, so we can now take any new outdoor visit request with openings starting Monday August 3rd. To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. ALF visits are scheduled through Christine Gowen @ 603-399-7348. Window visits must still be scheduled through social services. Please do not simply show up; we will need to turn you away if your timing interferes with another scheduled visit. A dedicated phone has been installed specifically for use during window visits.

We continue to plan for the resumption of some hair care (wash and cut). Our hair dresser is now part of our routine covid-19 testing. We will have her work one floor per week, including the ALF residents; this creates a 4 week cycle. We may have to halt this program with any positive cases. We are discussing the details of our hair cut resumption and may be ready for this as soon as next week.

For the safety of our residents, we follow public health guidelines including their ever changing travel guidance that primarily affects our staff. It does affect the following family visitation: outdoor, end of life and compassionate care visits. We are currently not permitted to allow a visit to happen if the visitor has not quarantined 14 days depending on the state the visitor is coming from. As of the writing of this note, Vermont, Massachusetts, Rhode Island, Connecticut and Maine are all states where it is permissible to come to New Hampshire for the visits outlined above without requiring the 14 day quarantine. A word of caution; public health updates us weekly and these conditions and states are ever changing.

We began our limited outdoor group activities this week with a maximum of 5 plus the activities staff. To be safe and maintain our distancing, we can only put 2 people in the elevator at a time, so transportation has become a barrier we have to work through. Many residents are really enjoying our new balconies and ease of getting 'outdoors' while remaining on their own floor. This is particularly good for those residents who are unable to tolerate the mask for long periods of time, yet enable outdoor/fresh air.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

7/22/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. Final results of the July 10th testing were received July 17th; all residents and staff are negative! Our next testing is July 22/23 and includes all staff plus 10% of residents. We resume testing using the MAKO lab per the state contract. Other nursing homes are sharing that test results are coming in more slowly lately. Many nursing homes around the state are reporting positive test results through MAKO, however follow up in-state testing results are negative. These outcomes have been shared with the Commissioner of DHHS and we have been informed that an announcement is forthcoming relative to testing. In any case, all homes take each positive result completely seriously and follow all public health guidelines.

Our team has been meeting to plan how to resume the limited outdoor visits. To schedule nursing home visits please call Jeannie Crowder @ 603-283-9409. ALF visits are scheduled through Christine Gowen @ 603-399-7348. Window visits must still be scheduled through social services. Please do not simply show up; we will need to turn you away if your timing interferes with another scheduled visit. A dedicated phone has been installed specifically for use during window visits.

The state and public health has now advised us that we may resume limited congregate dining as well as some small group activities. We do have a small number of residents in our dining rooms maintaining the 6 foot distance between residents. Some creative dining experiences include having residents eat in their doorways, allowing the spacing but some socialization. We are meeting to make plans for some limited group activities within the guidelines set. We are contemplating ideas for groups of up to 5 to be held outdoors; only residents from one unit at a given time; maintaining the 6 foot distancing; and as always masks have to be worn anytime a resident is off the unit.

The state and public health has also discussed one approach to safely resume some hair care. Our hair dresser does not work anywhere else, and is going to be included in our regular testing cycle. We are considering having one unit per week be serviced within set limits. Basically, the encounter would be limited to a wash and cut, and no hair blowing is permitted. Masks would need to be worn at all times. We are in the discussion phase only for how to proceed as carefully as possible at this point.

Hoping you have stayed cool, and we are glad to have air-conditioning now! Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

7/15/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. We completed testing of all residents and staff aided by the National Guard on Friday July 10th. Results have been trickling in; over half are back and are negative.

Our next test date will be directed by public health once all test results are received. After the last letter, Public Health announced that the testing lab, MAKO, did in fact have at least 2 false positive tests returned in the state of New Hampshire. Future positive results will be retested on another machine on another platform for confirmation before the nursing home is alerted. All those affected by the known false positive results, and possibly those of us who wonder if we had false positive results, are relieved to know that a confirmation test will be conducted by the current lab contracted to test long term care facilities in our state.

Until all results are received, we continue to have our limited outdoor visits on hold. It is possible that we may be able to resume offering some outdoor visits as soon as Monday July 20th, but as of the writing of this letter, I am unable to confirm. When we are able to resume; we intend to contact and offer the first visits to those we had to cancel.

Since our move into the new building in February, DEW has continued the renovation of our old South end maintaining negative air pressures throughout the project. There is no work in occupied spaces, thus no interaction with residents. Any construction access points used are away from areas staff use. Despite there being no construction in occupied spaces, the workers also get screened, perform hand hygiene and wear masks on site. Construction meetings continue via electronic means for the County to oversee the process. Top project managers for DEW are routinely being tested to be as cautious as possible during the pandemic. The next construction phase is expected be completed sometime in the late fall/early winter and will continue to increase our private room capacity.

We look forward to the day when we'll have all of our residents in new spaces!

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

7/8/2020

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. We reported another positive test result in a different staff member last week. This staff member was retested with the nasopharyngeal testing method which produced a negative test result. We always follow the guidelines of public health including keeping affected staff out regardless of the second test being negative. Public health currently guides us to keep residents on precautions for 14 days any time we initiate precautions for any resident relative to covid-19 criteria.

This week's testing will be assisted by the National Guard and is scheduled for Friday for all staff and all residents. As mentioned, these tests are very important to try to identify as early as possible anyone who may be asymptomatic, or presymptomatic. While it's still scary to learn of a positive test result, even if a follow up is negative, we would prefer to receive these as opposed to false negative test results.

As staff enters the building, we begin with disinfecting our hands, applying a surgical mask, then proceed to the active screening consisting of questions as well as having our temperature taken. Anyone who stays beyond one 8 hour shift is screened again for any new symptoms. We wear masks in the building with the exception of if we are eating. We wash our hands as we enter, anytime we touch or take our masks off, before we give care to a resident, after we complete care with a resident and after toileting and touching high touch surfaces. In addition to all the bathrooms and sinks, we have alcohol based sanitizing stations in each resident room, outside every few resident rooms, at elevators and other strategically located high traffic areas.

Residents wear masks if they can tolerate them when we are in the room with them, when they are out of the room or if they come down the elevator. For residents who cannot wear masks, we work hard to continuously keep at least 6 feet between them and any other resident. We help residents wash their hands after toileting and before meals. We don't keep items around for sharing, such as magazines or pencils, and if we do re-use items or props, we disinfect between each use.

We continue to have our limited outdoor visits on hold until we learn when we may resume. We know this has been a difficult time for everyone, even more so with stopping the outdoor visits. We thank-you for supporting us through these difficult times.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

July 2nd, 2020

Dear Residents/Families/Responsible parties,

We want to inform you that we have received confirmation that another non-direct care staff member at Maplewood has tested positive for COVID-19 during this week's testing period. Similar to last week, this person has been asymptomatic and is no longer in the building. Resident safety is our top priority; this non-direct worker does limited work on resident units, but does not provide care. Out of an abundance of caution we have placed the small number of residents with whom interactions occurred on precautions, and those residents and families are already aware.

In working with public health and the state, they are recommending that next week we retest all residents and staff again. The state has offered to help us, and they will send National Guard members to assist with our next testing cycle.

As of this time, we are awaiting 1 resident and 3 staff results. We will not receive those until tomorrow. Other than the one staff person, all other returns are negative. In our weekly letter to you dated July 1st, we alerted you that the repeat test from our positive staff member from last week was negative; I will add so was their whole household.

We will always take these results seriously and continue our vigilance including all actions previously outlined in prior letters. We continue to have a good amount of PPE currently available. Our overall staffing is good. We take any potential illness seriously and do not allow anyone to be in the building with any signs or symptoms per our active screening process.

You are always welcome to talk with the nurse manager or your social worker for updates on the status of your loved one. As you know we remain closed to inside visitors, and will not be able to resume limited outside visits until further notice. A reminder about our capability to do skype, Face Time and messenger on each unit for residents and families to connect; you can arrange for connection through your social worker.

We will continue to provide you with weekly updates or more frequently, as has been the case these past 2 weeks such as reporting any other positive staff and/or resident cases. Please know that we are strictly adhering to all directions from public health and DHHS.

Sincerely,

Kathryn Kindopp
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

7/1/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last correspondence. All staff completed retesting on Monday and Tuesday again of this week as well as 10% of residents. We reported a positive staff test last week; however, this staff member was retested with the nasopharyngeal testing method which produced a negative test result. Regardless, we have kept the employee out per the guidelines of public health.

The intent of testing every 7-10 days is to catch as early as possible anyone who may be asymptomatic, or presymptomatic. It seems last week may have been a 'false positive', which in our opinion is better than the alternative; a 'false negative' because then we lose the opportunity to manage the situation as quickly as possible. Perhaps we alerted you and sent out the press release needlessly, but remaining transparent has been our intent since the onset.

We continue to have our limited outdoor visits on hold until we learn from public health and the Department of Health and Human services when we may resume.

Regarding the window visits, we updated our Supervisor's cell phone to enable wi-fi calling, and this has created a better call reception. We have also ordered a new option of 'intercom phones' to try at the windows. They have not yet arrived, but we are optimistic they will enable easier communication for residents with visitors at the window.

A reminder that window visits MUST be scheduled ahead of time with Jeannie Crowder (603-283-9409) for nursing home residents, or with Christine Gowen (603-399-7348) for ALF visits.

I remind staff to wear masks even when out in public; it protects others from our germs, so when everyone wears them, it helps protect health care workers who have to work closely with your loved ones here at Maplewood. I also remind staff to be careful when going indoors as many outbreaks are associated with tight indoor spaces with poor ventilation.

Please stay safe during this holiday weekend.
Sincerely,

Kathryn Kindopp NHA

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

June 26th, 2020

Dear Residents/Families/Responsible parties,

We want to inform you that we have received confirmation that a non-direct care staff member at Maplewood has tested positive for COVID-19 during this week's testing period. This person is and has been asymptomatic and is not in the building. Resident safety is our top priority. We are doing everything we can to ensure we stop the spread of COVID-19 within our facility including staying in very close communication with public health and the department of health and human services (DHHS) to ensure we follow their guidance and take all the appropriate steps.

All resident testing this week was negative for COVID-19, and this non-direct worker does not work on resident units or have contact with any residents. Our next testing for all staff and 10% of residents is Monday and Tuesday of next week.

I would like to take this time to remind you of our current practice; any time a resident has even one symptom associated with this virus, we put them on precautions and isolate them in their room for at least 72 hours to assess and monitor them and staff uses full PPE. Any new admission or readmission is kept in their room for 2 weeks on droplet precautions with staff in full PPE. We have a good amount of PPE currently available. We have hired new environmental service employees, so our staffing is fine.

You are always welcome to talk with the nurse manager or your social worker for updates on the status of your loved one. As you know we remain closed to inside visitors, and unfortunately, we must halt the limited outside visits until we understand what public health and DHHS advises. We have the capability to do skype, Face Time and messenger on each unit for residents and families to connect. You can talk to your social worker about how to do this if you haven't done so yet.

We know this is a difficult time for everyone. We will continue to provide you with weekly updates or more frequently if we have any other positive staff and/or resident cases. Please know that we are strictly adhering to all directions from public health and DHHS.

Sincerely,

Kathryn Kindopp NHA

Kathryn Kindopp
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

6/24/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update. All staff were retested on Monday and Tuesday of this week as well as 10% of residents.

We've been excited to be able to offer the limited outdoor visits. It's important that you know that we must strictly follow all the guidelines for this to be a success; it may not be what you've envisioned or hoped for with your desired visits. It is a time consuming and difficult process for our team to coordinate to complete all the requirements set forth by CMS as well as the state. You can help by remaining patient with us and understand that we still have our usual day to day work to keep the whole facility operating smoothly.

So far we have not cancelled due to weather or staffing issues. If you are driving a distance, and you know storms are forecast, please help by checking ahead in case it is safest to cancel such as a thunderstorm. We apologize ahead of time for cancellations, we will have you reschedule with Jeannie or Christine should this happen. It is obvious that staff availability is truly a key; if we experienced last minute call-outs by staff due to illness, this will likely result in cancellations of both the limited outdoor visits as well as any window visits. Please keep in mind that should we get any positive tests (residents or staff) we will immediately close to the limited outdoor visits.

Here is how you can help; please pass information along to your family planning to schedule a visit so they understand the system. Please plan to arrive 15 mins before the start of the visit so we can accomplish the screening and other pre-visit requirements. To be fair to all our residents, we believe we need to allow an initial visit for residents/families who wish, before we start with the same resident again (whether same or different family member).

We must also limit window visits to a maximum of 20 mins to accommodate the increase in requests coming in. We may not be able to accommodate many of these visits particularly on weekends or evenings when we have fewer staff available. Communication through the window is complicated – cell phone reception is not consistent. If your phone has wi-fi capability, please turn that on. We are ordering an upgrade to our supervisor's cell phone and we are looking into other options for window visit communication.

All visits (outdoor as well as window visits) MUST be scheduled ahead of time with Jeannie Crowder (603-283-9409) for nursing home residents, or with Christine Gowen (603-399-7348) for ALF visits.

Take care, and be well. Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

6/17/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update. All residents and staff tested negative to our baseline surveillance testing. Now we proceed to every 10 day testing as directed by public health. We have registered and await our first tests to arrive and directed testing dates.

The DHHS Commissioner announced yesterday that long term care facilities will be able to create a system for limited outdoor visits. We have worked quickly to put together policies and protocols to support this. We plan to be prepared to initiate scheduling time spots for this Thursday. We have reviewed the documents the state has issued and in order to comply, we must limit visitations; both frequency and length of times. Visitations will only be permitted outside and thus will be impacted by both staff availability as well as depend on the weather. I will include some extra documents in this correspondence to explain the initial process. This is completely new to us, so please remain patient as we work through anticipated start up issues. We will analyze this process as time goes on and make any necessary adjustments.

Please help share this process with those whom you know will wish to visit, however, keep in mind that visits will be very limited and they must be scheduled. The state requires residents to wear masks and maintain physical distancing of 6 feet; this will affect the ability for some residents to participate; we can discuss this with families on an individual basis to determine what options are available.

We ask that you schedule nursing home visits through Jeannie Crowder @ 603-283-9409. ALF visits are scheduled through Christine Gowen @ 603-399-7348.

Window visits must still be scheduled through social services. Please do not simply show up; we will need to turn you away if your timing interferes with another scheduled visit.

I also want to remind you that we are not always able to answer the phones at the nursing stations. This could be due to staff being involved in caregiving, or already on the phone with someone such as a doctor. If you call a portable phone directly, it could be in use by another resident, in which case it will simply ring as they do not forward to another line. Please remain patient with us as we juggle all aspects of care for your loved one, as well as for all those who live with us. The best times to call are during the days, and weekdays are better than week ends.

Take care, and be well. Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

6/10/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update.

As reported this weekend, all tests of nursing home and ALF residents were negative. In addition to the email correspondence, social services staff came in to alert the residents in person. Staff testing began last Tuesday and continued through Saturday to achieve 100% testing. To date, all have returned negative.

At this point, Public Health has changed its surveillance program slightly and it will include 10% of all nursing home residents along with 100% of all nursing home staff every 10 days. We have registered for the program and await our kits and directed testing start date.

PPE update; we continue to build on our good baseline supply; it remains difficult to find companies to work with who can deliver in a timely manner, and who don't require upfront payments that are not able to be done in a secure manner. Ongoing research and work to build supply has required the commitment of additional staff resources. We have hired some part time including summer housekeeping staff and continue to advertise for full time employees that will be available even after the summer is over.

Massachusetts appears to be the first state that is allowing visitors beyond the 'window' visits. We understand that it will not be up to individual nursing homes to determine changes in visiting policy, rather it will be determined by Public Health and the Dept. of Health and Human Services. What is clear, is that once 'in person' visits resume, it must be with masks and maintaining a 6 foot distance – no contact will be permitted. My team will continue to monitor updates and developments, but I wanted to caution you about what to expect initially as these ongoing restrictions will continue to limit contact, and we will need to limit the number/frequency of visitors to maintain safety for everyone, plus continue our ongoing usual daily operational tasks and resident care.

We had our on-site infection control state survey and just received notice that we achieved Deficiency-free in all areas surveyed including all required documentation.

Hope you are enjoying the lovely weather of late and that you are keeping safe.
Sincerely,

Kathryn Kindopp, NHA

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

6/3/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update.

We did test each of our residents on Monday, June 1, 2020 and based on other homes, we may expect the results starting on or around Monday June 8th. Should any resident's test return positive, our first priority of communication would be with the resident and their activated representative. We would then alert all others by 5pm the next day as per the regulations. We also plan to alert each resident and their activated representative as to each resident's negative test result.

We began testing all staff this week, and likewise, we may begin to receive results on or around Tuesday June 9th. Similarly, should any return positive, we would alert residents and their activated representative by 5pm the following day.

We understand that staff will be retested every 10 or so days as directed by Public Health for the next few weeks in their surveillance program. Additionally, 10% of nursing homes each week will be directed to test 10% of their residents for additional surveillance.

PPE update; we have a good baseline supply to meet our current needs. We continue to work toward gaining more masks and gowns as they remain among the more difficult items to obtain and pricing continues to be very high. We also still have a few housekeeping positions open and appreciate any help with recruitment.

I joked about 'crazy hair day' we took part in a few weeks ago, but in all seriousness, we certainly know residents (and their families) would very much like to have their hair at least cut. The weekly calls we participate in with varying Federal and State representatives have continued to indicate that nursing homes are not permitted to allow cosmetologists back in yet. We also know that those trained/licensed and working here in another capacity, have not been permitted to do this either without certain risks. We will continue to ask at our weekly calls as we know it's an important topic of discussion.

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

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

5/27/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update.

PPE update; we have a good supply of surgical masks (including N-95's if needed), as well as gloves and face/eye protection (that we can disinfect and reuse). We have a good amount of gowns, however, we go through a surprising amount each week due to our conservative measures of placing residents on precautions more than we ever used to. Gowns remain difficult to find and purchase. We continue to increase our stock in case of factors such as future spikes. It's also not yet clear what may be required for visitors to wear when visits are once again permitted.

At the end of last week, the state indicated they would send us the necessary test kits for all residents of both the nursing home plus assisted living side. As of this writing, they have not yet arrived. We plan to test all residents within the time frames we will be given and then we will subsequently test all staff.

It continues to be a shock to see more and more facilities finding they have asymptomatic residents and/or staff when positive tests return. It seems impossible to predict who may be an asymptomatic carrier. It is a relief for each home that does not find positive cases in either their residents or staff.

Some emerging Federal guidance about visitors is being reviewed. It indicates that certain criteria would have to be met to allow visitors. Clarification will be important to ensure it is understood as intended. At this time our state has not indicated a move towards allowing us to offer visitation, and on our nearly daily calls, it sounds as though our state will need each facility to contact them to determine together if applicable standards can be met in order for opening to any visiting.

One criterion mentioned indicates sufficient staffing levels. As reported in our last letter, we continue to have housekeeping positions open. Please help to refer potential staff who would be a good fit for our Environmental Services team. Needing to fill these positions to ensure we can frequently disinfect areas such as visitor bathrooms will be necessary to re-open to visitors, so we truly need your help with recruitment efforts.

Hoping you all enjoyed a lovely Memorial Day long week-end.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

5/20/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update.

PPE update; we finally received the PPE that we ordered in early April. We have a good supply of surgical masks (including N-95's if needed), as well as gloves and face/eye protection (that we can disinfect and reuse). We now have a good amount of gowns, however, we are burning through them at such a high rate, that ongoing efforts to secure and receive gowns remains a top priority. The state has been able to help secure gowns and masks recently, however our usual distributors can only release a fraction to us on a monthly basis that lasts only a few days compared to our current pattern of use. We are being very aggressive in placing residents on precautions in an abundance of caution in case any symptom turns out to be due to this virus. Our goal is to continue to make gains on our supplies particularly if globally a spike in cases again affects production and supply of PPE a few more months from now.

A new idea where people can help out is in making surgical caps out of materials used for masks. According to a facility with an outbreak, staff has really appreciated being able to wear the donated hand-make caps that they can wear when caring for residents with positive test results. Neither the state nor the public health has indicated these to be required PPE, however it appears staff may feel more comfortable if they can choose to wear them if available. We have some disposable coverings that can go over shoes or heads, but would run out quickly if many staff chose to wear them in the future.

We remain in contact with the state regarding when our facility will have all residents, then all staff tested. We have not received a date as of this writing. Just a reminder that the state also will test anyone with COVID-19 symptoms, with underlying health conditions, over the age of 60, or who are healthcare workers. You can do so in the following ways; through a healthcare provider, by requesting and appointment through the COVID-19 Testing Registration portal, or by calling the COVId-19 Coordinating Office at 603-271-5980. No referral is required when you meet the qualifiers.

We are monitoring very carefully the outcomes of the homes undergoing 100% testing. It has been a real eye opener to see so many residents and staff test positive who have no symptoms. This is why it is so difficult to prevent this virus from entering any long term care facility. We are very hopeful to see an instant test with greater accuracy than currently is out there to be available before we resume visitors.

Regarding visitors, no change in rules has occurred at this time. I read an article last week in a long term care publication called McKnight's relative to re-opening facilities to visitors. It highlighted the disquiet between facilities trying very hard to prevent the virus from entering and the negative sequelae compared to the difficulties for residents

and families to have this prolonged separation. It hypothesized that families would be very upset with ongoing 'no visitor' restrictions, and yet, facilities would be thought as 'at fault' if the virus got in after visiting was again allowed. The question in my mind is how to safely re-open to visitors before we have a tested/effective vaccine or use of antibodies, and/or before we have instant testing with consistent results that could be done before any of us enter daily, and/or before we have so much PPE that we can readily give it to visitors. Neither the Governor, nor the Commissioner of the Department of Health and Human Services, is giving any indications to reopen long term care to visitors in the near future.

I want to ensure that resident guardians or powers of attorney know that our social services staff will work with any of you to help with a discharge should you feel it is too difficult to continue without visiting. Conversely, at some point when we re-open, if you would feel the risk is too great with additional potential people entering and possibly bringing the virus in, the same option is available at any time. Despite following all the rules and changing guidelines, I cannot guarantee that these alone will prevent the virus from entering. Even some of the best or most highly regarded, highly performing homes have had outbreaks; none of us is immune to this literally and figuratively.

I've mentioned we have some testing kits on hand. Our medical staff has ordered a couple of tests on symptomatic residents – all of which have been negative. In addition to the scheduled resident assessments; all staff is attuned to specific concerns and anytime any resident presents with any symptom at all, we immediately assess further. A resident is kept in their room at the very first symptom (could be a cough as an example) and we place the resident on specific precautions, alert all applicable staff so that prior to entering, staff puts on specific and appropriate PPE. Test results have taken anywhere from 24-48-72 hours to return to us. If a result returned positive – we will have already been taking the appropriate steps of isolation and correct PPE as directed by our public health. We are told that on a case by case basis, the state and public health officials would guide us to the best placement of any resident. It could be that we would move individuals to the area of rooms we opened up 'just in case'. It could be that we are guided to use those rooms to move well residents, or to move positive cases. We can't accurately predict what we would be directed to do ahead of time as it would depend on so many variables.

Lead by our activities team, Wednesdays have become 'spirit days'. So far, we've done Hawaiian day, pajama day, and today is crazy hair day – which is easy enough as none of us is permitted to get our hair professionally done as recommended by our public health department. You can look on our Facebook page to see some fun photos.

Missing you all, hoping you remain well.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

5/6/2020

Dear Residents/Families/Responsible parties,

We have no covid-19 cases to report in either resident or staff since our last update.

Regarding reporting; CMS (Centers for Medicaid and Medicare services) has not yet published the 'final rule' about alerting residents/activated representatives. In the first version, CMS included language requiring notification within 12 hours of learning of a new covid-19 case (staff or resident). The language has since changed to read; 'by 5pm on the next calendar day'. The early draft also included notification requirements about reporting if there are ever 3 staff and/or residents within 72 hours presenting with respiratory symptoms. It is allergy season, and that is one reason staff/residents may present with respiratory symptoms. Until this is clarified, we will be in a perpetual cycle of notifying you. Until further clarification, we will plan a weekly update and/or new case reporting.

We did our first mass email notification last week to effectively and efficiently communicate the weekly update, and it appears to have gone well. We did some follow up calls to audit, and received confirmation that the emails reached each person we checked on. Not everyone has email, and we will adjust reporting individually wherever needed.

Please understand that to maintain a system to communicate to so many in tight time frames, it could happen that a resident and/or their representative receives direct and specific correspondence about their own health status, then within a day, the mass email notification is also received. We hope this will not confuse anyone. You can always reach out to your nurse manager and/or social worker to get anything cleared up. (Christine Gowen if you live in ALF).

Speaking of communication, we truly appreciate that you/your activated representative keeps the role of updating the rest of your families. We have upwards of 500 individuals/entities to reach with some notifications. Your help to pass any information along to other loved ones within your family group is so very much appreciated.

We received a shipment of 60,000 surgical masks last week from the state. This has truly been a huge blessing, as our large PPE order for masks remains stuck in China. We received an update that our gowns on order were detained and/or confiscated by US customs. I did report both of these updates to the attorney general's office and spoke with the Department of Justice as they are helping to investigate behind the scenes. While we have not received enough disposable gowns, we have received some tyvec suits. At this point, our gloves, and masks are well stocked for the short term. We continue to receive a few more face shields each week, and have a basic stock of all our other usual PPE *except* for disposable gowns. Someone asked what impervious

materials means = materials that do not allow fluid to pass through. We do have a number of large patient gowns we could use that tie in the back and don special sleeve protection, but these gowns are not made out of impervious materials. Gowns are tricky because they are designed to be put on and taken off fairly easily with some fasteners so they don't fall off as we give care. Anything going over our heads makes it trickier to remove without creating an exposure risk.

The state of New Hampshire is beginning to relax some of the strict rules starting next week. It doesn't change the fact that we are still not permitted visitors, and there is no word on that at this time. The gradual relaxing of the 'stay at home' also doesn't mean our staff can venture out yet either. We work with our most vulnerable citizens, and I continue to remind staff that we will stay vigilant including limiting our ability to do anything other than work or be at home; perhaps some outdoor activities within safe parameters. As the weather warms, this will undoubtedly be a most difficult time for our staff as this summer will not include usual routines and celebrations.

I can't thank you all enough for your ongoing support through this unimaginable time we are living through. Your positive thoughts and comments mean a great deal to our whole team at Maplewood and the Assisted Living apartments.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

4/29/2020

Dear Residents/Families/Responsible parties,

We will plan weekly correspondence at this time per new federal requirements specific to the nursing home. Should there be a new case to report, we will alert residents/families on the nursing home side within 12 hours of a case being brought to our attention of COVID-19 in staff and/or residents. We know who among the guardians or activated powers of attorney (or residents themselves if no guardian or POA activated) would like us to call/speak with them between 9pm-9am even if it is not directly about you or the resident you are responsible for. Thank-you to all who have shared email as a means for us to correspond with so many within the tight time-frame. For those who live in the ALF, please alert Christine Gowen, the ALF administrator, if you would also prefer to be alerted after usual business hours for information not directly about you.

To date, we have no resident cases. As previously mentioned, any resident who has any respiratory or related symptom is kept in their rooms, fully assessed every shift for any further symptoms. To date, none of the residents have had additional symptoms that would lead our medical staff to test for COVID-19. We did finally receive a handful of tests from public health to keep on hand at Maplewood. In conjunction with the Sheriff's department, we have more on order that have been detained at a border.

We alerted you last week to the positive worker, and it has now been over 14 days since that worker was last at Maplewood. During these past days we increased our resident assessments to each shift. We will reduce that to twice daily assessments of all residents at this point on both the nursing home side as well as the ALF side.

Our PPE levels are being maintained through some minimal amounts being allotted by our usual suppliers and with some help from the state. We are now in our 4th and 5th weeks of waiting on large orders of gowns and masks respectively. To date, we have found additional means to get gloves, and currently have good stock levels. We have a number of specialty face shields as well as our usual goggles; most are able to be disinfected and re-used. The disposable gowns remain our most difficult PPE to acquire at this time. If anyone knows how to sew medical gowns (ties in the back) using impervious materials and protecting us to our wrists, that would be our next greatest need that has not yet been met. We do have a basic amount of disposable gowns and are using them appropriately per all recommendations, but few if any come with our usual orders, and the state has not had any to give us either. There are plenty of scams out there that we are working to avoid. Procuring PPE outside our normal vendors has required upfront payment at multiple times the usual costs.

Multiple weekly calls continue with many different agencies for us to keep up with – to learn anything new and put into place any best practices as appropriate. While we don't intend to confuse staff, we have initiated protocols, only to change direction within a short period of time. This is likely our new normal, and we will do our best to manage these multiple directives. Keeping up with writing and rewriting policies is quite the challenge! We know everyone is trying to do the best possible with limited resources all while learning everything we can about this new virus.

We continue to be vigilant in our screenings of employees coming into the building. No worker is permitted to enter with any symptoms on our screenings. Per new CDC recommendations this past weekend, we have increased the symptoms to be screened for and refuse entrance to anyone who presents with them. Staff are kept at home and monitored depending on symptoms. Since March, many staff have been tested, and while all but one have been negative, we still keep workers out for longer periods of time than we would have in the past for something that used to seem insignificant.

As thorough as these screenings are, the ongoing challenge is that some people who have been exposed to this virus may never be symptomatic, but could still spread the virus. We also know that some people who become infected can transmit the virus a few days before they experience symptoms. I ask staff to imagine that they are sick and their job is to keep everyone around them from getting sick as well – this very well could be the case for anyone who is asymptomatic, so I want us all to practice as though this is the case.

One additional message involves the Federal stimulus checks that have been going out and pertains to residents who have been approved for Medicaid. The manner in which you or your loved one receives social security payments (such as direct deposit or mailed to a financial responsible party) will be the same method for receiving this stimulus check. While it will not impact Medicaid eligibility, at the usual annual review period, it will be important that the account remains below the $2,500 Medicaid threshold. Consider your, or your loved ones' needs in order to spend down below required limits before your customary annual review and reporting time frame. The social workers may have some thoughts to help ensure you stay below the limits.

Through the ups and downs impacting our staff, we remain a strong team with the intent to do the very best possible to support our residents as well as one another. The positive support from you as a resident, plus your families, has meant a great deal to us during these trying times. We work really hard to be positive around one another, yet we are all human and this is scary for every one of us. We're focused on smiling even while wearing masks all the time because we know people can read our eyes, and take cues from us! We hope this update finds you and your family well.

Sincerely,

Kathryn Kindopp,
Maplewood Nursing Home Administrator

Wording to call resident families due to new CMS requirements:

I'm calling you to report a positive COVID-19 test in a part time non-direct care worker at Maplewood.

This worker **was last at Maplewood on Tuesday April 14th**, then began to feel ill on Monday April 20th and has since notified us appropriately of a positive COVID-19 test result.

At this point, no resident has tested positive. We have been monitoring residents twice a day, and any resident found to have even one respiratory symptom* is isolated, additional precautions** put into place and reassessments are performed each shift.

We have reported this as required and we are working with Public Health and following all guidelines outlined at this time including increasing all resident monitoring to 3 times a day with whom this worker may have been near.

While we understand this may be distressing to hear, the good news is that all of the precautions we have implemented to date will assist us to mitigate any spread of this virus and help protect both residents and staff. We have been diligently preparing for this situation and many of our outbreak protocols are already in place out of an abundance of caution to ensure the health and safety of our residents and staff.

We had always planned to be transparent with you, however, there are additional new regulations about reporting including alerting you within 12 hours of certain reportable situations. We must follow requirements, however we want to be mindful and respectful of your time. If you have an email address, we can meet the 12 hour requirements using an electronic format for this general notification.

(if applicable, ask to check the address we have)

If email is not an option and we must call you, is it acceptable for us to call you between 9pm at night and through 9am in the morning to report on something other than the condition of (you, your loved one or the resident you are responsible for) ?

- If they prefer not to receive a call between those hours for information not directly about themselves/their resident – please send them a form to sign and return indicating this request

* symptoms include cough, sore throat, new shortness of breath, fever

** additional measures include – keep resident in room, have resident wear surgical mask whenever staff present in room, resident is reassessed every shift for any new/additional symptoms, staff entering wear PPE as directed by our Infection Prevention nurse

Reminder about staff screening if families ask:
All personnel are screened prior to beginning work including taking their temperature. Any staff working more than an 8 hour shift, goes through an additional screening. Any staff person with even one related symptom is denied entry into work, and is out a minimum of 48 hours, and must be symptom-free to return. If a staff has 2 symptoms, they are out a minimum of 72 hours must be symptom-free to return. If a staff has 3 or more symptoms, they are out at least 10 days***. In all cases, staff is encouraged to call their doctor if their symptoms do not resolve quickly or if they become worse.
*** staff return only per CDC guidelines and being out 10 days is the minimum

language given to social workers who spoke with all applicable residents, primary responsible parties +/or guardians on April 22, 2020
K Knudson NHA

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

4/15/2020

Dear Residents/Families/Responsible parties,

We've had an outpouring of community support to Maplewood. Examples include the hundreds of homemade cloth masks as well as PPE masks donated to us. Other examples include the positive responses to photos and videos posted on Maplewood's Facebook page of staff and residents.

By the end of March, we had sufficient cloth masks donated in order to have all staff wear masks at all times while in the building (unless alone in an office, or eating). On one resident unit, we are doing a trial of having residents wear cloth masks while we are in the room with them and when they come out of their room. We will determine on an individual basis how each resident may or may not tolerate this. These cloth masks are not meant to replace procedural masks used in rooms where we are concerned about infection. They are only used to capture our own spittle and to remind staff not to touch their nose/mouth, but they are not true PPE; which stands for 'personal protective equipment'. This refers to items such as gowns, gloves, goggles, face shields and surgical masks, or N-95 masks. We have a supply of all of these, however receiving orders we've made is the challenge all health care facilities throughout the country have been facing. We are very careful in managing our inventory and how we use the supply of PPE that we have. The role of everyone wearing masks is more about preventing ourselves from expelling droplets that others could pick up. Physical distancing is the other main component to prevent transmitting or risking exposure to the virus.

An example of how we use our PPE is as follows; due to ongoing limitations in available COVID-19 tests – non-symptomatic patients in our local hospitals have not been tested prior to returning to us. Currently, if a resident has had to be hospitalized and is ready to return from hospital, we follow the guidelines of placing them in a single room for 2 weeks, and anyone entering their room must wear full PPE gear (gown/mask/gloves/goggles or face shields). We continue daily assessments of every single resident to check for any symptoms that are part of COVID-19. To date, we have no resident cases. Any resident who has any respiratory or related symptom is kept in their rooms, fully assessed every shift for any further symptoms. They are given surgical masks to wear when staff is in the room. To date, none have had additional symptoms that would lead our medical staff to get them tested for COVID-19. Testing in our state has been an ongoing issue. We ordered our own tests to have at Maplewood, however none have yet arrived.

Many changes/directives are happening very fast of late. In order to keep up, we monitor and implement the latest guidance or directives from multiple entities that oversee us – as they are being shared. We have a team of staff who have been

delegated to listen to the various state and federal calls that happen multiple times each week, including multiple times in a day.

An example of a recent guideline is that facilities who could – have been asked to create a separate area to care for residents with COVID-19. We were able to move a few residents in order to get space at the end of a hallway to have an area ready just in case. We hope very much not to need this, however, we have the space set aside and protocols ready to deploy should this happen.

We continue to be vigilant in our screenings of employees coming into the building. No staff is permitted to enter with any symptoms on our screenings. Furthermore, staff are kept at home and monitored depending on symptoms. Staff with multiple symptoms have been sent for testing, and to date, none has returned with a positive test.

In my last letter I outlined the screening process anyone entering must be put through. We anticipate having to do this for many months to come. It is thorough and designed to catch a symptomatic person before entering. The challenge is that some people who have been exposed to this virus may never be symptomatic, but could still spread the virus. Additionally, it is also known that some people who become infected can transmit the virus a few days before they experience symptoms. These are the 2 very difficult situations we face in our attempt to prevent the virus from entering the building. At some future time, we will be allowed to re-open to visitors, and while I have no information about that in terms of time-lines or any other guidance, I can predict that it will additionally increase the risk of bringing in this virus due to the 2 situations I just described where someone can carry a viral load, shed it and infect others, even if they show no symptoms. We understand a vaccine is still a long time away, and I would expect we will be permitted visitors before that time. We will watch for guidance regarding how to continue to minimize any risk any of us bring into our building. Currently staff is restricted to being at work, or being at home. They are not permitted to visit anyone, and are discouraged from shopping unless they have no-one who can help. It will be difficult to ask that of all future families and visitors, but barring guidance or directives, we will work to develop a system that considers multiple risks.

I know our residents are missing you all very much. We've taken some photos and placed them on Facebook. Some of our staff gifted in technology on our second floor made a couple of lovely videos of residents who authorized us to use their photos for advertising; these are also on Facebook. Other units are trying to follow-suit, but not everyone is gifted in the use of technology, so this is taking additional time.

Our staff is working to stay positive, healthy and continuing to care for all of our residents. We hope this letter finds you well and we thank-you for your ongoing support for everyone at Maplewood.

Sincerely,

Kathryn Kindopp, Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

3/24/2020

Dear Residents/Families/Responsible parties,

We're adjusting daily to our new routines given the many directives from multiple agencies that oversee nursing homes and assisted living facilities. We have no known cases in our building; should this change, we would notify you as quickly as able.

Before we can even enter the building, we are all actively screened with a series of questions, our temperature is taken and we must demonstrate correct hand hygiene. Based on this screening, we may be asked to leave and contact our medical provider for further guidance. We have also instituted 'return to work' criteria that includes the latest CDC updates for how long we need to remain out of work depending on many factors. We are being very conservative given the nature of this virus. Our staff is not permitted to travel or visit. We are all being asked to keep our routine of going to work, going home and to avoid being out otherwise – we are asking others to help shop for us whenever possible. Many vacations have been cancelled and additional work hours or shifts have been picked up when we have needed help.

We are grateful to have the additional square footage of the new building. We have halted any construction work in occupied spaces until further notice. We avoid any work in resident living spaces unless it's absolutely necessary such as addressing a safety issue. If our maintenance staff can address it, that is our first choice for completion. The old building is fully separated by the fire walls and has been made as airtight as possible. There is negative pressure maintained at all times on the renovated side.

We are so thankful to our supportive families, and yet we are sad that you are not able to come in to visit your loved ones. We've noted an increase in phone calls, and are doing what we can to increase our ability to provide more portable phones. We've introduced 'Face Time', 'Skype', 'Messenger' and other technical options that allow video communication between loved ones. We really appreciate that you, as the primary contact, help centralize communication with your extended family in order for us to be freed up to be with your loved ones here as much as possible.

We are endeavoring to maintain normal operations, however due to our enhanced screening and stricter protocols; we know our staffing levels will be affected. We are working on cross-training in order to maintain continuity of operations. Staffing levels may affect our ability to answer calls as timely as we would like, so please bear with us should you experience delays in our ability to answer and/or return calls to you.

As with all health care facilities, we have a concerning and limited amount of protective equipment. Much of the stock we receive comes from affected areas that halted production. We are doing everything we can to manage what we have to ensure it lasts as long as possible, and remain hopeful that manufacturing is speeding up. We are so

warmed by grass-roots community responses that include closed businesses such as dental offices bringing in any PPE they may have, as well as the seamstresses who are making face masks that we will be able to launder and re-use. There are patterns on the web and recommendations for best materials that help prevent particulates from getting through. We will gladly take any donations when brought in a sealed plastic bag (such as gallon baggies) that we will then launder and initiate use with our staff.

If you are wondering how you can help, here are some things we really appreciate:

- help be the point person for communication with your family on our behalf
- if you drop off food items, they need to be in a container we can wipe down
- donate PPE if you have it in unopened boxes we can wipe down
- make us home-made surgical face masks (see internet for patterns/fabrics)
- do your part in preventing transmission by;
    - staying at home as much as possible
    - leave only for medical appointments
    - ask others to help with your groceries, or if not, then;
    - limit the need for grocery shopping (make fewer trips for more items as opposed to daily small trips for only a few items)
    - cover your cough/sneeze such as with the sleeve of your shirt, or a tissue then immediately wash your hands
    - to properly wash your hands, please use soap and water and lather well, 20 seconds is about how long it takes to sing "Happy Birthday" to yourself twice, ensure you get the tops of your hands, around each finger and thumb rubbing vigorously with the nice lather you've created. Once you are done, leave the tap running and get your towel to dry your hands, THEN turn off the water – no sense in touching the dirty faucet with your clean hands! Use a towel or your sleeve to open the door; wash your towels more often too!
    - Avoid touching your eyes, nose and mouth

These measures may help decrease the rates of transmission in efforts to prevent our health systems from reaching capacity, or worse yet, going beyond capacity. These are scary times for all of us working in health care; we know you are counting on us to remain healthy and able to come to work, and we ask in return that you allow us to count on you to help stop the spread of this virus.

This is such a rapidly changing situation for us and we're struggling to keep up with nearly daily direction/redirection. I can't imagine how this must be for you as families with concerns not only for your loved ones, but for how we're managing and ensuring the health and wellbeing of your loved ones. We are truly doing the best we can and hope to see you all very soon!

Sincerely,

Kathryn Kindopp, Administrator

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

3/11/2020

Dear Residents/Families/Responsible parties,

I am writing to provide another update about Coronavirus Disease (COVID-19). While the COVID-19 is not known to be prevalent in our community as of this writing, changes and recommendations are emerging daily.

We are currently urged to discourage all visitations at this time.

The Federal recommendations and guidelines essentially give us 3 levels of preparedness to follow. The first level applies when no adjacent county has any diagnosed cases, the next level applies when adjacent counties have positive cases, and the last level applies once a confirmed case emerges in Cheshire County.

We are following the first level of guidelines that includes discouraging visitors. Those that do come in are subject to a screening questionnaire.

We are asking all visitors to only enter through the new main entrance. Federal recommendations include that we offer care plan conferences via telephone. It could be that by the time you receive this letter that we may be instructed to conduct all care plan meetings via phone. If you have any questions about care conferences please call your social worker at any time. I have included the current telephone listing on the back of the last page with important phone numbers for you.

As you enter Maplewood, you will see signs discouraging visitors. For those who enter, a screening will occur, but watch for updated measures as this virus becomes detected closer to Maplewood requiring us to further restrict visitation. The sign you will encounter reads:

Reason We are Restricting Individuals from Entering our Building

The current COVID-19 outbreak situation means that it is critical that we take every precaution possible. We must prevent this virus from entering our center. Protecting our residents' health and safety is our top priority.

The CDC has done a careful review of the death rate in the elderly, especially those with dementia or chronic diseases. Experts are recommending we take action to limit individuals from entering our building and to ensure sick employees stay home.

Early data shows that

- The mortality rate for people over 80 in the general population is 15% in China.

- The World Health Organization report estimates the mortality rate at 21.9% for those over 80.
- At the nursing home in Washington state, there have been 50 residents who have tested positive for the COVID-19 virus. As of March 9, 2020, 19 of those have died. This is a high death rate.

There is a risk that people who appear healthy will enter nursing homes and infect residents. Studies of past viral epidemics where recommending prevention was delayed were not effective. These studies show that the sooner we limit interactions with each other and wash our hands frequently, that a virus spreads more slowly.

These facts have led many to recommend severe limitations on visitors. This describes why we have taken this action now.

We hope this explains to you why we are asking people to limit their visits. This may prevent you from physically seeing your family member or friend. Our residents' health and safety are our top concern. We are committed to doing everything we can to protect them.

Families should make sure we have your latest contact information.

Many mandated policies and procedures have been required in our industry for years relative to infection prevention and control, this includes having a certified Infection Preventionist (IP); ours is Sabryna Priest, RN. We follow many daily practices for cleaning and disinfecting. You may have seen our isolation carts at times outside resident rooms. As soon as certain signs and symptoms are observed, we initiate testing and other measures to prevent the spread of infections. At times we may initiate particular precautions while awaiting test results, as is our usual practice. We take all potential threats of contagions seriously and would prefer to initiate action even if we learn later that it was not necessary.

We require our staff to report certain conditions and symptoms to us. Staff is not permitted to come to work until after 24 hours of being free of fever without use of fever reducing medications. Not specifically related to this virus, but nonetheless important; we also don't permit our staff to work until 24 hours after the last bout of vomiting or diarrhea. Visitors should NOT come to Maplewood under the same conditions in order to reduce risk of infection for all of our residents and staff.

We will do our best to prevent this virus from entering Maplewood, and we need you to partner with us to help prevent bringing it in as well.

CMS has directed facilities in counties with or adjacent to counties with positive cases to limit visitation to specific situations only such as end-of-life situations. Cheshire County is not *yet* in this category, but currently we are the only county in our state not immediately adjacent to a positive case, and this is undoubtedly going to change within days. It could be that by the time you receive this correspondence, we have already

moved beyond the first level of guidance. Further dialogue with your social worker or nurse manager can help to answer additional questions.

We have plans in place should we have multiple staff be out or quarantined long periods of time, and resident care and safety would remain our top priority. We may need to centralize calls and take messages in order to manage family inquiries. Being able to answer phones and communicate with families would undoubtedly be a slower process depending on the possible impacts affecting our staff.

We have the ability to offer Skype and FaceTime to residents who don't have smart phones. Calling to coordinate this option with your social worker or nurse manager is an option as well.

For years we have used essential oils for benefits such as calming or increased blood flow and so on. We also spray specially prepared bottles of diluted essential oils as well as use oils in diffusers during cold and flu season. We choose a blend that smells mostly like cloves and cinnamon for its antibacterial and antiviral properties. We use these in addition to our CDC approved cleaning and disinfecting chemicals that kill viruses including the Corona virus family.

Please feel free to contact Sabryna Priest, Infection Preventionist nurse with any questions (603)399-7351. Thanks for your understanding of the inconveniences caused by this serious health concern.

Sincerely,

Kathryn Kindopp, Administrator

* Maplewood Phone Directory *

Maplewood Nursing Home main number: 603-399-4912

Receptionist: 7:30AM to 6PM // 8AM to 4PM Sa/Su

Auto Attendant: 6PM to 7:30 AM // 4PM to 8AM Sa/Su

Social Services

Teresa Walsh, Director: 399-7326

Richard Artese: 399-7306

Pam Marsh: 399-7310

Lucy Stowell: 399-7370

Jeannie Crowder, Admissions: 283-9409

2nd Floor

Nurse Manager: 399-7355

Nurses' Station: 399-7304

Resident Phones: 399-7366 and 283-9424

3rd Floor

Nurse Manager: 399-7327

Nurses' Station: 399-7319

Resident Phones: 399-7364 and 283-9426

TLC-4th Floor

Nurses' Station: 399-7308

Resident Phone: 399-7373

4th Floor-Open

Nurse Manager: 399-7337

Nurses' Station: 399-7318

Resident Phone: 283-9425

Maplewood
OF CHESHIRE COUNTY
YOUR HOME... YOUR FAMILY

March 2, 2020

Dear Families,

We've just barely completed our move and as we continue to learn some new processes in our new area, we are immediately focusing on an emerging infectious disease you no doubt have heard about; Coronavirus Disease 2019 (COVID-19). As of the time of writing, there is now 1 confirmed case of COVID-19 identified in Grafton County, New Hampshire. It is important for all of us to make sure we are taking precautions to help prevent the spread of COVID-19 and other respiratory illnesses, such as the flu, which we frequently see this time of year. We have set up an educational board in our new main entry. Here is some important information for you to know:

COVID-19 and many other common respiratory viruses spread through contact with an infected person's respiratory droplets, such as when a person coughs or sneezes. To prevent the spread of respiratory viruses, the CDC recommends that individuals engage in everyday preventive measures to help stop the spread of germs and avoid illness, such as: • Wash hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizers. • Avoid touching eyes, mouth and nose with unwashed hands. • Do not share personal items such as water bottles, smoking materials and/or vapes. • Avoid close contact with individuals who are sick. • Stay home when you are sick. The CDC recommends that individuals remain home **for at least 24 hours after** you no longer have a fever or signs of a fever (i.e., chills, feeling warm, flushed appearance). • Cough or sneeze into the clothing area covering your elbow, or better yet, cover your cough or sneeze with a tissue, then immediately discard the tissue in the trash, then wash your hands. • Clean and disinfect frequently touched objects and surfaces.

Given the susceptibility of our residents, we are taking measures to ensure staff do not come to work with fever and other symptoms. We also ask that you not visit the facility if you are experiencing fever or any symptoms of respiratory illness. It is especially important for you to assess your health status and take your temperature prior to visiting if you have traveled to any country for which CDC has issued a travel advisory for COVID-19.

Outbreaks involving COVID-19 evolve quickly and recommendations from public health officials may change as new information becomes available. Please check the following websites often for updated information: • U.S. CDC website: https://www.cdc.gov/coronavirus/2019-ncov/index.html • NH Division of Public Health Services website: https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm

Sincerely,

Kathryn Kindopp, NHA

Kathryn Kindopp, NHA

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