



Caleb Hitchcock Health Center

To: Residents and Families of Caleb Hitchcock Health Center

From: Michael O'Brien, President & CEO
Ami Desai, V.P., Health Services/Administrator

Date: March 16, 2020

Subject: COVID-19 (Coronavirus) Update – New measures in place

Dear Residents and Families,

We would like to thank you for all for the support and kindness we have received regarding our efforts to combat the COVID-19 virus. These prevention efforts are truly community-wide by everyone associated with Caleb Hitchcock Health Center and Duncaster.

We remain free of suspected or confirmed cases of COVID-19 Caleb Hitchcock. However, due to the increasing spread of this virus across our state and President Trump's recent press conference declaring a national emergency, we are implementing additional precautions. Together we can conquer this challenge and will be stronger for our efforts when it is over.

The safety and comfort of our residents and employees continue to be our primary focus during these uncertain times. As the situation with COVID-19 continues to evolve outside of our community, we feel it's important to take some additional steps to ensure everyone's safety. Understanding that the residents of Caleb Hitchcock Health Center are generally in the most "vulnerable" group, we feel it's even more important that we implement these measures proactively.

Please see the attached letter from Mairead Painter, the LTC Ombudsman.

Effective immediately:

VISITOR RESTRICTIONS:

The state of Connecticut Department of Public Health has restricted visitors from entering Caleb Hitchcock Health Center. The only visitors allowed in the Health Care Center are for residents who are on hospice or end of life care.

ACTIVITIES:

Resident group activities have been cancelled at this time. All outings have been cancelled at this time.

All residents are strongly advised to maintain “social distance” of 6 feet from other residents and to keep resident gatherings to 2 or less.

DINING:

All meals will be served in resident rooms only.

CONTRACTOR RESTRICTIONS:

All contractors are restricted from Caleb Hitchcock Health Center currently with the exception of essential safety related needs.

ENTRANCES:

Until further notice, all employees and personal care givers must come in through the main entrance where their temperature is taken, and a screening questionnaire filled out prior to entering resident care area.

DELIVERIES:

All deliveries related to food services, supplies, medications, etc. will be received at the loading dock so those persons will not be entering into the Health Center.

DROP-OFFS:

Effective Wednesday, March 18th, we are asking that all resident drop-offs and pick-ups be put on hold. This includes personal laundry. We will do each resident’s personal laundry. Until that time, we strongly suggest that you keep these to a minimal.

EMPLOYEES:

All employees are required to complete a health check screening including a temperature scan before the start of their shift. Any staff member who has traveled outside the country are not

allowed to come to work for 14 days. Any staff member who is ill with respiratory disease must stay home until cleared by their physician.

SALON:

All salon services have been suspended at this time.

VOLUNTEERS:

We have prohibited all volunteers from volunteering at the Health Center.

CLEANING AND DISINFECTING:

Our housekeeping staff are working long and hard to clean high touch surfaces with bleach germicide. We also continue to educate our residents and staff on respiratory etiquette and good hand hygiene.

BUDDY SYSTEM:

Each resident at the Health Center has been assigned a staff member as their “buddy”. This staff member will connect with the resident daily to ensure their well-being and to answer any questions they may have. The buddy will also be the point person for the families to contact for any questions/concerns they may have. A family member that is the 1st contact for the resident can expect a call from this buddy in the next couple of days. Your assigned buddy or your nurse can facilitate calls with your family, should you want to reach them. These include video calls such as Skype and FaceTime.

We continue to monitor The Centers for Medicare & Medicaid Services (CMS), Center for Disease Control (CDC) and the Connecticut Department of Public Health for guidance and directives given by them. They are enforcing the standards required to help each resident attain or maintain their highest level of well-being.

We understand how difficult and challenging these adjustments are to your usual routine, but we ask for your continued cooperation to help ensure the safety of the residents at Caleb Hitchcock Health Center.