



June 12, 2020

Message to Duncaster Residents and Families

Michael A. O'Brien, President and CEO

As you know recent test results for all Independent Living, Assisted Living and Caleb Hitchcock Health Center residents were very encouraging. My message on June 6th noted that five test results were pending. I am pleased to report that those results were all negative and the one positive Independent Living resident has now completed the ten-day required quarantine. There are no pending cases campus-wide. Therefore, as of today, the Duncaster community is COVID-19 free.

We have now tested 118 staff members at the Caleb Hitchcock Health Center and all have tested negative. A new mandate from the Connecticut Department of Public Health now requires us to begin weekly testing of all staff working in the skilled nursing home at the Caleb Hitchcock Health Center starting June 14th. In addition, we are waiting for additional guidance from the State regarding the testing of all Duncaster staff.

I know that the restrictions we have put in place have been difficult; however, our current results are a strong indication that our due diligence, caution, proper infection-control procedures and use of PPE have been successful. While the test results only reflect a point in time, they have allowed us to develop plans for a phased, safe and careful reopening of certain services on our campus. Utilizing key community metrics and hospitalization rates; concern for resident and staff safety; and identification of staffing requirements we are developing a multi-phase reopening plan. Please note that with the opening of each service there comes an element of risk. As a community, if we remain steadfast in following our procedures, wearing masks and social distancing, we can minimize risk. Also please know that if there is a negative situation i.e. outbreak, we will return to previous restrictions to control the virus.

The following services will resume on **June 15th** as part of Phase I. Additional phases will be rolled out based upon monitoring the results of Phase I and guidance from CDC and the Department of Public Health.

Phase I

Housekeeping

Bill Hall, Environmental Services Supervisor, will be calling all residents to set up the time and day for cleaning your apartment. All members of the Housekeeping Department have tested negative.

Beauty Salon

Katie Benard will initially be working alone and is currently contacting clients in the order that they had scheduled appointments following the day we closed in March.

Family Visitation

We are beginning slowly to welcome family visitors back to Duncaster. IL residents and families can schedule 30-minute outdoor garden visits. To ensure safety and minimize risk, these visits must be scheduled in advance and there are associated rules. Details and information to sign up is in the attachment.

As mandated by the Connecticut Department of Public Health, scheduled family visitation has been recently implemented at the Caleb Hitchcock Health Center. In addition, guidelines and procedures for our AL residents have been implemented to allow for scheduled family visitation.

Podiatric Foot/Nail Care

Dr. Tencer is currently on-site the second and fourth Thursday of each month. The service is provided in the Physical Therapy Suite in the Fitness Center. Please call the Operator ext. 0 to schedule an appointment. We hope to have him return to the clinic soon.

Clinic Visits-Duncaster and Community Patients

Duncaster IL and AL residents are currently being seen in the clinic. Virtual visits are offered but most residents are choosing to go to the clinic for an in-person visit.

Community patients will be seen beginning on June 15th following Hartford HealthCare's strict guidelines for medical practices.

Move-ins/Move-outs

We are carefully and safely coordinating scheduled move-ins and move-outs of our IL and AL communities. Strict safety protocols have been created for all movers.

Assisted Walking Program

Our Wellness Team, Lucy & John, have been walking with IL and AL residents who need a bit of assistance walking outside.

These are significant first steps towards reopening our community and have been developed with a great deal of thought and caution following all federal, state and scientific recommendations and considering all options, risk and staffing requirements. Our expectation is to go slowly and carefully. We will be continually evaluating reemergence activity and will adjust when necessary. All other current protocols, temporary closures and precautions will remain in place. While our situation is favorable, the last thing we want is an outbreak. This virus is insidious and dangerous and we cannot and should not get complacent. I thank you for your continued patience and support and for following our guidelines and procedures.

Be well. Be safe.