



July 10, 2020

Message to Duncaster Residents and Families

Michael A. O'Brien, President and CEO

Governor Lamont and Hartford HealthCare Press Conference

On Thursday Duncaster was privileged to have been the host for a press conference by Hartford HealthCare and Governor Lamont on the importance of COVID-19 testing and the need for continued vigilance. Speakers included Governor Lamont, Hartford HealthCare's CEO Jeff Flaks and Director of Infection Prevention Keith Grant, Bloomfield's Mayor Suzette DeBeatham-Brown and State Senator Doug McCrory. Also, they invited me to share some thoughts about Duncaster, the tremendous work of our incredible staff, our positive results to date and our commitment to ongoing testing as an important strategy. Unfortunately the press messed up my last name identifying me as Mike Brown-oh well. Leaders from Hartford HealthCare and the Governor emphasized that staying home, socially distancing and wearing masks are effective ways to slow the spread of COVID-19 and they reminded everyone that now is not the time to slow down and to remain vigilant. TV crews from WTNH, FOX-61, WFSB and WVIT, as well as the Harford Courant were in attendance.

Testing

As mandated by the Executive Order from the Governor all Duncaster staff were tested on Thursday and will be tested again on July 16th. In addition; all Assisted Living residents in Dogwood, Talcott Notch/Thistle Way and Independent Living residents receiving assisted living services were tested. A total of 328 staff, residents and essential care and service contractors were tested. In addition, for the second week in a row, we tested all skilled nursing residents in the Caleb Hitchcock Health Center and all test results have come back negative. For both Caleb Hitchcock Health Center and Assisted Living, the Governor's Executive Order states that we can stop testing once there are no new positive cases among staff and residents for at least 14 days. However, if one resident or staff member tests positive, which is considered an outbreak, weekly testing must resume. Plans for Independent Living resident testing, though not mandated at this time, are still in development and we anticipate will be scheduled by the end of July.

Testing is an important and critical strategy to immediately identify the asymptomatic carriers to prevent the spread of the virus. Testing also helps us to identify anyone who came in contact with the infected people through source tracing so that they can get tested and quickly treated. Testing is also important in the bigger public health picture regarding mitigation efforts, helping investigators characterize the prevalence, spread

and contagiousness of the disease. Duncaster will continue to be proactive in testing residents and staff and follow all recommendations and mandates from the Governor and the Department of Public Health.

Re-opening Plans

The monitoring station at the Four Corners has been removed and the Mountain Road entrance has been reopened. After 10 weeks of tracking inbound and outbound traffic, we believe that residents and visitors generally understand the risks associated with COVID-19 and are being mindful to follow our recommended safety guidelines and protocols. We trust everyone will continue to do so. **However; I want to emphasize that we are not back to normal, and the removal of the monitoring station does not mean that visitor restrictions and family visitation policies and procedures have changed. We ask all residents and families to please follow our guidelines for safe visitation. There were many reported cases of visitations this week with total disregard for our policies and procedures and it may be necessary to reinstitute the monitoring station if people do not comply with our procedures. Residents and families have a major role and responsibility in keeping Duncaster COVID free.** If for any reason residents do leave the campus we still need you to check in at Aquatics and Fitness center upon your return. Unfortunately and sadly not everyone is compliant with this procedure but it remains a very important and proactive part of our infection control strategy. Knowing where staff and residents have been in the event we need to do source tracing will enable us to know who to contact and act immediately to mitigate the spread. Please remember this is not the time to get complacent and keeping everyone safe is our most important priority.

The following is an update on the re-opening of Independent Living services and amenities:

- **Visitors are not permitted in the Main Building or the Caleb Hitchcock Health Center unless approved by Management.**
- Housekeeping: Apartment cleaning has been restored for all residents.
- Family Visitations: Garden visits are permitted following the specified guidelines (see attached) to keep everyone as safe as possible.
- Hair Salon: At this time only haircuts and settings are allowed—no blow dry or chemical treatments.
- Mail: The postal clerk delivers the mail and the Resident Services' team brings it to the residents' apartments.
- Packages: Delivery of packages to residents' apartments is done by Duncaster staff when they are delivered. They are not being held for 48 hours.
- Meals: Meals are being delivered by staff to residents' apartment.
- Entry: All staff and essential workers must enter through the Aquatic & Fitness Center entrance and be screened.

- Commons Market: Telephone orders are filled and delivered to residents' apartments.
- Library: Open by appointment on Mondays and Wednesdays from 10:00 – Noon. Only 2 visitors at a time; call ahead (X2813) for a time slot. Deliveries will continue.
- Clinic: Visits by residents and outside community individuals have begun with strict guidelines. They are also doing Telehealth visits.
- Physical Therapy: Visits for physical therapy began on June 22nd.
- Podiatry: The podiatrist is at Duncaster every other Thursday afternoon. Call the Operator (“O”) for an appointment.
- Fitness Center (Gym): Use of the Fitness Center is now by appointment only and for one person at a time. Call X5024 or X5023 for an appointment.
- Live Fitness Classes: Classes are scheduled Monday through Thursday and registration required. There are 2 classes daily—at 9:00 and at 11:00 a.m. A mask is required during the class. Call the Fitness Center X5024 or X5023.
- Game Room, Arts & Craft Room and the Workshop are beginning to open slowly and carefully.
- VirtuSense Testing: Lucy Eyre will be setting up appointments, or you may call her at X5023 for an appointment.
- Hallways: While not encouraged, when walking through the hallways, always wear a mask and touch as little as possible.
- Kelly Papa is available for questions or comments and can be reached at X5142 or e-mail her at kpapa@duncaster.org.

This has been a long and difficult road for all of us-residents, families and staff. The recent news about increased cases, hospitalizations and deaths around the country is unsettling and a reminder that this virus is not going away any time soon. We have also learned this week that evidence now suggests the coronavirus is transmitted by microfine particles in the air providing another reason why it is so important that we continue to wear masks at all times. Mask wearing is one of the most effective tools we have in not spreading the virus and along with hand hygiene and social distancing, are our keys to fighting this disease.

Since we are all in this together it's our collective responsibility to ensure the health, safety and wellbeing of all who live and work at Duncaster. Thank you for understanding, your support and your continued compliance with our infection control measures.

Be well. Be safe.

