



August 28, 2020

Message to Duncaster Residents and Families

Michael A. O'Brien, President and CEO

Testing Update

We tested all Dogwood employees and all residents living in our assisted living communities (Dogwood and Talcott Notch/Thistle Way) this week. I am pleased to report that all have tested negative.

The Department of Public Health has provided us new guidance on testing as of August 26th for Skilled Nursing and Assisted Living as below:

Skilled Nursing:

Staff testing will be paid for by the state until October 31, 2020. As we are currently in a pause phase of the testing at Caleb (2 consecutive weeks of all staff and residents testing negative), for the month of September and October, we will be required to test 25% of our staff weekly until we achieve 100% by months end. Resident testing will be done once a month. Should we have an outbreak (defined as one staff member or resident testing positive), we will need to resume weekly testing until we have 2 consecutive weeks of 100% negative results.

Genesys Diagnostics has been assigned to us as our care partner for this testing.

Assisted Living:

Staff testing will be paid for by the state until October 31, 2020. As we are currently in a pause phase of the testing (2 consecutive weeks of all staff and residents test negative), for the month of September and October, we will be required to test 25% of our staff weekly until we achieve 100% by months end. This will include all staff that work at the main building and Dogwood. Resident testing will be done once a month. The cost of the resident testing will be covered by the individual resident's primary insurance. Should we have an outbreak, defined as one staff member or resident testing positive, we will need to resume weekly testing until we have 2 consecutive weeks of 100% negative results.

The State does not assign care partners for Assisted Living testing. We will continue to work with Hartford HealthCare as our testing care partner.

Independent Living:

Staff testing will be conducted with Assisted Living staff as described above. Resident testing will be once a month. We will continue to work with Hartford HealthCare as our testing care partner for this testing. The cost of the testing will be covered by the individual resident's primary insurance. September dates for all testing are being finalized and will be communicated early next week.

Phased in Reopening-Independent Living

We are happy to say that areas of our community, services and programs have been successfully reopened. Specific safety precautions, registration, wearing of face masks, social distancing, hand washing and smaller group sizes depending on the room size with a maximum of 10 people are required for the following:

- Fitness Programs
- Gym
- Pool
- Shared Spaces
- Game Room
- Hair Salon
- Library
- Art and Craft Studio
- Wood Shop
- Green House
- Turn Over Shop
- Garden Visits
- Mail Room
- Committee Meetings
- Puzzles

The leadership team continues to work on plans to safely open the following services.

- Outdoor Dining
- Family Visitation
- Expanded opening of the Fitness Center

As we continue to open the community, I again remind everyone that the coronavirus is still a threat. We remain concerned about a possible outbreak of the virus in the community. It is up to every individual to protect themselves and our community. We must be vigilant in identifying any risks. If you do not feel well

or have any signs of an upper respiratory infection, cold, fever or flu or if you know anyone who does, please contact the Assisted Living Nurses at ext 5152 and/or call your doctor. Social distancing, handwashing and wearing masks helps protect us all. For 6 months we have maintained a safe community, we want everyone to be careful.

Thank you for your patience, understanding and cooperation. I look forward to continuing to seeing you all again as we transition to Duncaster's "new normal".

New Guidance Related to Visitation in Nursing Homes

As noted in the media today the Connecticut Department of Public Health Acting Commissioner Dr. Deidre Gifford issued an order on August 27th expanding visitation in Connecticut nursing homes. This order gives clarity in terms of nursing home obligations to facilitate visitations to keep residents connected to loved ones with outdoor socially distanced visitation on a regular basis which have been permitted since May of 2020. Clarity was also provided in terms of indoor compassionate care visits.

The purpose of restricting visitation since March of 2020 has been imposed to reduce the risk that anyone from the outside could bring COVID-19 infection into a nursing home and endanger the health of residents or staff.

Commissioner Gifford's new order on outdoor visitation are outlined below:

General Visitation

1. Clarifies that visits may occur more than once per week;
2. Requires nursing homes to develop a facility-wide visitation policy;
3. Requires facilities to assess the psychosocial needs of each resident and develop individualized visitation plans to meet those needs;
4. Extends the minimum time for perimeter visits (e.g. window visits, socially distanced outdoor visits) from 20 minutes to 30 minutes; and
5. Requires facilities to designate no less than five days per week as visitation days, one of which shall be a Saturday or Sunday, from which a resident's visitation schedule can be devised.

I am pleased to let you know that since the beginning of May, as soon as weather permitted, the Caleb Hitchcock Health Center has already been following all of the above guidelines with allowing 2 garden outdoor visits per week for 30 minutes each that are open to families 7 days per week, unlimited window visits, as well as

numerous FaceTime, Skype and phone call opportunities. We continue to pivot as necessary to provide person-centered care and to meet the resident's social and emotional needs.

Commissioner Gifford's new order on Compassionate Care visitation are outlined below:

Compassionate Care Visits

1. Compassionate care visits may take place indoors and do not require social distancing (touching allowed), as long as visitors and residents wear the appropriate personal protective equipment (PPE) as determined and supplied by the nursing home;
2. Expands compassionate care visits beyond end-of-life visits to include visits for residents who undergo significant change in physical, mental, or psychosocial condition as determined by the resident's physician or APRN.
3. These indoor visits must be suspended if there is an outbreak of COVID-19. A facility is deemed to have a COVID-19 outbreak when the facility has at least one COVID-19 positive case among staff or residents.

Again, I am pleased to inform you that Caleb Hitchcock Health Center has been following all of the above guidelines except not requiring social distancing. With this new guideline, that change is being put into effect immediately. We continue to follow guidance regarding staff testing as an important strategy to contain the virus and to make critical decisions.

Lou DeSario, Duncaster's Vice President-Operations-Retirement

Lou DeSario, Duncaster's Vice President-Operations has retired. For the past 20 years he has been instrumental in transforming and enhancing our community. He has managed many projects including the construction of the Aquatic and Fitness Center and the Caleb Hitchcock Health Center; apartment additions to Talcott, Gillette and Prospect; renovation/construction of the Dining Rooms; ongoing apartment renovations; major landscaping improvements; the renovation/construction of the Dogwood community; and managing our annual capital expenditure budget to ensure ongoing investment in our community. Lou has been recognized for his leadership in energy conservation and has been responsible for our risk-management program implementing new policies, safety measures and procedures to ensure the safety of our residents, staff and guests. Lou's fingerprints are literally all over Duncaster and his contributions to

Duncaster are immeasurable and have positively impacted the lives of so many who have worked at Duncaster and who have called Duncaster home. The entire Duncaster community wishes Lou nothing but health and happiness on his next journey.

Be well. Be safe.