



Steere House

May 29, 2020

NURSING & REHABILITATION CENTER

Dear Family and Friends:

Our resident COVID-19 count is now 44 in-house. Our In-House resident testing and monitoring is very aggressive and a number of residents are currently being re-tested for return to their 'home' units. However, we have seen this virus can be very silent and new resident cases found through our frequent testing process.

The staff of Steere House will be re-tested again on June 1st and June 2nd. This represents another of our mitigating actions to address the infection control needs here at Steere House. Staff who have symptoms are sent home immediately. We are obtaining body temperatures of all staff on-duty at 4 hour intervals, in addition to the screening protocols when their shift begins.

If you have questions during business hours and the nurse on a unit is busy, the receptionist is happy to take your name and phone number. That information will be communicated as soon as possible. If your family has a member who is a 'point person', it is always appreciated when that primary family member can update the entire family during this very anxious time for all of you.

Steere House continues to maintain frequent "high touch cleaning", including a thorough cleaning protocol for spaces and rooms not in use. We are using hospital grade products to conduct these procedures.

As I mentioned in a previous email:

Please share the information regarding virtual phone calls as we are making a couple of changes.

Virtual calls such as FaceTime is available by appointment and primarily Monday-Friday:

- For TCU and THIRD Floor (both COVID-19 Units) please email Sara Joy, LICSW at: SJoy@SteereHouse.org to request an appointment in advance. Sara does check her voice mail as well, but email is the best way to communicate with Sara at this time.
- For First Floor and Second Floor please email Gina Williamson, Activities Director at: GWilliamson@SteereHouse.org. Like Sara, Gina will be in touch as soon as able and make an appointment in advance.
- Whenever possible, if you are able to have two or three family members sit together for the appointments, it will be greatly appreciated.

Please do not doubt how important your words of support and gestures of kindness mean to our staff. We share the love your family sends to us, with your resident here at Steere House at every opportunity. Thank you are simple words and I send them to you most sincerely.

Yours truly,

Julie H. Richard, NHA, MA, Executive Director

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CC: file