

*Fulfilling Our Promise*



# Steere House

NURSING & REHABILITATION CENTER

May 5, 2020

Dear Family and Friends:

Our Steere House experience with the COVID-19 pandemic continues and this message is to update you about various efforts and changes we have completed. These are in coordination with the Department of Health. Families have received phone calls for various individual reports and we will continue to communicate by phone, giving you an opportunity to ask questions. However, please note that when we give information we are unable to be specific about other residents and about employees. It's natural to be worried, but HIPAA and other privacy laws have not changed. The nurses and social workers making calls appreciate your understanding, patience and cooperation to support the overall Steere House infection control activities and efforts during this pandemic.

Steere House has the following positive COVID-19 data to share:

- COVID-19 Residents have been identified at Steere House. Temporarily, we have created a positive COVID-19 unit.
- We have a trained and dedicated nursing staff working on our COVID-19 unit. This means they clean, deliver meals, and provide clinical services. Only the trained COVID-19 staff enter the unit.
- Staff have tested positive for COVID-19 since March. The positive individuals include those identified during a "Marathon ALL staff - ALL departments" swab day on Friday, May 1<sup>st</sup>. The testing was provided by professionals hired by the Department of Health. We continue to follow latest guidance from the Department of Health to return staff to duty.

Additionally:

- ALL residents who tested negative last week will be re-tested on Wednesday, May 6<sup>th</sup>. A nurse will call you if your loved one should test positive. Positive calls are made first before any other calls. Please be patient as results take at least 2 DAYS to arrive at Steere House.
- While caring for residents our staff wear appropriate protective equipment that may include medical gowns, gloves, eye protection and masks.
- Vigorous cleaning continues frequently each day.
- Steere House will continue to follow the guidance of the Department of Health.

Mother's Day Notice:

- Steere House is NOT PERMITTED to have any visitors or FLOWER/PLANT deliveries – by order of the Department of Health. We will need to turn away these deliveries. As already communicated in earlier letters, other deliveries that are non-essential general deliveries and food deliveries are also not allowed. I can appreciate how difficult it is to be unable to see your loved one for Mother's Day but we cannot accept any deliveries per the RI Department of Health.

Steere House will continue to provide you with periodic updates with as much information as we can on our efforts to combat COVID-19. On behalf of everyone at Steere House, I want to thank each of you for your continued patience and prayers. It means a great deal to us.

Sincerely,

Julie H. Richard, NHA, MA, Executive Director

Cc: file