

*Fulfilling Our Promise*



# Steere House

NURSING & REHABILITATION CENTER

April 17, 2020

Dear Family and Friends of Steere House,

As our nation and Rhode Island deals with the Coronavirus pandemic, we want to provide you with an update on how it has impacted Steere House. We are taking many steps, and we continuously change and refine those steps based upon guidance from the Governor's Office and the Department of Health. The safety of our residents and staff is a top priority and our dedicated team is doing everything possible to provide safe and quality care to your loved ones.

Here is a quick summary of what we are doing as of today. Please note some steps have been in place for days or even weeks!

\*One entrance for all staff and small deliveries essential to care only.

\*Every person entering is actively screened, including their temperature and the required questions are asked. This includes EMTs, doctors, clinicians and other essential non-staff persons.

\*Every staff person has their own paper bag with appropriate PPE for their role. These are stored with the name of the staff person near our piano. You know this means the masks are in place before any patient contact! 😊

\*All new and returning admissions to this nursing home are screened and given a mask, and have a negative COVID-19 test.

\*The majority of residents are eating in their rooms and this is to limit the number of persons they encounter for face to face contact.

\*As of this past weekend, no outside delivery accepted. This has included family laundry drop off and pick-ups.

\*Activities take place in rooms, not the same but we are doing our best. The staff love your family very much and they sing to them, tell each one they are loved, and help them to look and feel their best daily. We know it is not the same and our residents are anxiously awaiting for our plans to carefully "open up".

\*Please make appointments to plan for any "face-time" and your patience waiting for that special time is appreciated. Phone calls might be "old school" but an important part of the day for your loved ones.

\*We conduct a rigorous sanitation regimens that follows all the guidelines, increasing the daily volume of cleaning done in common areas as well.

\*We completed conversations with our nursing department staff who have worked elsewhere, asking them to just work of us, or in some cases – they work at alternative health care sites. We also reported our data base of this group of staff to the Department of Health for tracing as required.

While we strive to do the best in all we do, Steere House will communicate as needed to specific families as we always do. Additionally, if any community-wide messages are needed, Steere House will be as transparent as possible while respecting privacy. Please be aware we are still bound by the rules of HIPAA. Our residents are our first priority.

Steere House appreciates your understanding as we continue to vigorously enforce the state's various decisions such as no visitors, limits to individuals entering the nursing home and patient rooms, and much more. I acknowledge that this is certainly frustrating as both you and your loved ones miss each other tremendously. We are doing all we can to keep our residents healthy and safe, I cannot emphasize this enough!

I will do my best to periodically update you but please also follow us on Facebook for timely updates as well. If you know another family member who may not have shared their email address, please ask them to share it with us. Your part to combat COVID-19 is so critical and we are very thankful! Your prayers, support and patience mean a great deal to us! Keep them coming.

Sincerely,

A handwritten signature in blue ink that reads "Julie H. Richard". The signature is written in a cursive, flowing style.

Julie H. Richard  
Administrator/Executive Director

JR  
Cc: File