

*Fulfilling Our Promise*



# Steere House

NURSING & REHABILITATION CENTER

May 27, 2020

Dear Family and Friends:

My last communication with you was a week ago, and we are writing to you to provide an update regarding our COVID-19 data. It is through re-testing that Steere House monitors all residents, both those positive and those who will be identified again as a "negative" or non-COVID. The process we follow is per the RI Department of Health and no resident is able to return to a regular unit unless those protocols are met.

Our resident COVID-19 count is now 42 in-house. This is a very aggressive virus and your patience and understanding have been tremendously appreciated. Our priority remains the care of your loved one. It is hard for your family member and for you to be separated, there are no words to express how difficult it is for everyone. 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.

Please share the information below 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](mailto: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](mailto: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.

All of the Steere House staff were recently re-tested, and I know that is important information for you to know. Our staff will continue to be re-tested for COVID-19 periodically.

We plan our re-test schedule with the Infection Prevention team at the RI Dept. of Health, and discuss other monitoring, planning and mitigating steps with Steere House frequently throughout the week.

Please accept our deepest sympathies if you receive this email and have lost a loved one from COVID-19. Simple words but again, thank you for your understanding and patience during this pandemic.

Yours truly,

Julie H. Richard, NHA, MA, Executive Director

JR

CC: file