



6/23/2020 Family conference call

Summary of the topics discussed on today's conference call

1. NYS Department of Health was at the CCC on 6/17/2020 to conduct an Infection Control Survey, there were 3 surveyors who spent 5 hours reviewing our policies and procedures relating to COVID, they also observed staff handwashing, PPE use and closed records. We did very well without any citations.
2. Staffing- we have continued to hire CNA and Nurses. We have a CNA training class of 7 that started this week, it runs for 4 weeks and then the graduates will join our team.

Matt Janczak has taken the position of Assistant Administrator as he pursues his Nursing Home Administrator License. Matt is a Physical Therapist and has worked at the CCC for 8 years as the Therapy Manager.

We have a new secretary at the main entrance who will start in July, she replaces Kelly.

3. Amy reviewed the recreation programs that are being conducted: including, small group socially distanced activities (BINGO, Trivia, crafts, religious services, movies, etc.), 1:1 visits, getting out doors and Taste of series. Video chats continue to go well.

We have resumed the beautician services, Janice is following all of the guidance that NYS has for salons.

4. Please remember to wear a mask if you are dropping off items for your loved one and if you are leaving something for your loved one in the vestibule, please label it with their name so we know who it is for. We do deliver these items timely once we have disinfected them. Please drop off before 7 pm as our receptionist leaves at 7pm.
5. Employees are being tested 1 time per week for COVID. This will continue through July 9, at which time the Governor will let us know if it will extend beyond or stop.
6. Hospital visitation is opening, Nursing Home visitation is not. We do not have any guidance on this from the Governor or NYS Department of Health. We ask that you refrain from visiting at windows and we are not allowing visitation outdoors. Nursing Home visitation is still restricted to imminent end of life. We appreciate your cooperation and patience, as soon as I know anything I will communicate it to you. The best way for you to "see" your loved one is through video chat or ZOOM meetings.
7. Our newsletter will be changing to quarterly.

Your patience, cooperation and understanding throughout this COVID event is greatly appreciated. I recognize how difficult this has been for all of you and how much you miss spending precious time with your loved ones. I will continue to place updates on our website and will use the email communication as necessary. Please don't hesitate to call with questions or relay questions during your weekly phone conversations with staff. Thank you and stay healthy!